



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

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*Posted June 18, 2026 8:50 AM*

### STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Tuesday, June 23, 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. Approval of May 26, 2026, Meeting Minutes**

**Item No. 2. Project Status & Timeline**

**Item No. 3. Town halls in July to discuss short-term and long-term policies**

**Item No. 4. Data Migration Planning**

**Item No. 5. Training Planning**

**Item No. 6. Budget/Procurement**

**Item No. 7. Public Feedback**



## STEERING AGENDA



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

- **Minutes**
- **Project Status & Timeline**
- **Townhalls in July (Policy)**
- **Data Migration Planning**
- **Training Planning**
- **Budget/Procurement**
- **Public Feedback**

## TRUE NORTH STATUS SUMMARY 6-23-2026

### Recent Progress:

- Beta group kickoff May 28
- Shared procurement plan with Board & Port Council
- Board approved project timeline
- Master Data finalized
- E-Dea onsite for a week in June

### Upcoming Key Activities:

- Finalize outstanding SOWs & contracts
- Policy phase III (summer or fall)
- Complete R1.3 testing
- Finalize training plan

### Business Decisions – in process:

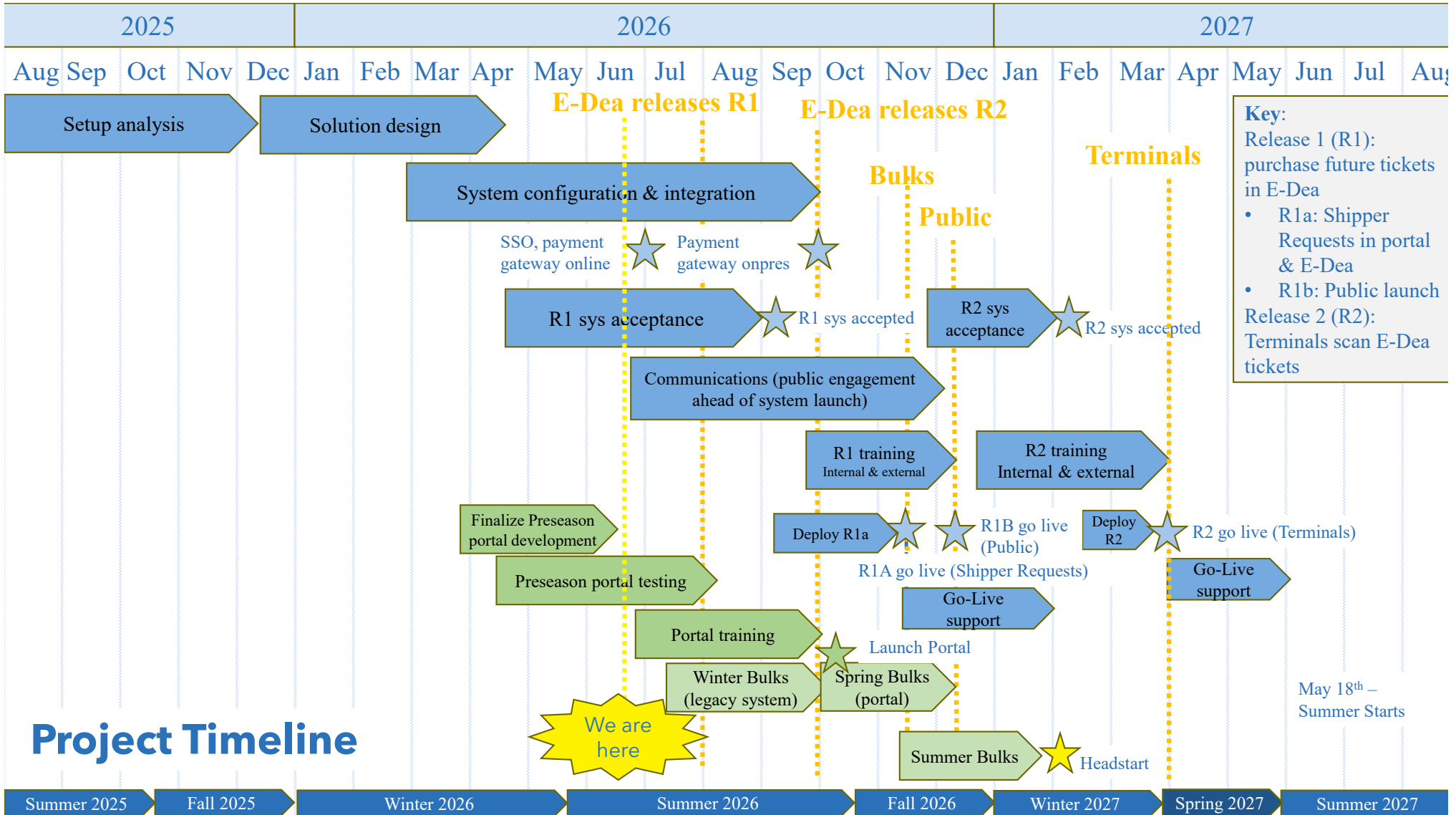
- Procurements (integration & infrastructure)
- Policy Phase III
- Refine data migration plan
- Terminal Operations Flow (i.e., scanning)
- Testing (functional and performance)
- Identify training resource

### Key Risks & Issues:

- Resource capacity (IT & Ops)
- Current policies unclear/undocumented (policy vs configuration)
- Change fatigue
- Staff training
- Defining go-live plan B, C, D, etc.

Key Milestone Legend:	<span style="background-color: #28a745; color: white; padding: 2px;">Green</span> On track; will complete as planned
	<span style="background-color: #ffc107; color: white; padding: 2px;">Yellow</span> Planned delivery at risk
	<span style="background-color: #dc3545; color: white; padding: 2px;">Red</span> 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 E-Dea validated Master Data R1.3 Master Data on June 5	Configure internal customers/agencies as part of Master Data (SSA)
Testing	Green		Tested second release & shared results Kicked off testing third release; identified additional testers	Continue identifying additional resources
Operations Redesign	Yellow	Mark A	Board approved Policy Phase II	<i>Continue Nantucket standby &amp; Blue Line redesign</i> 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	SOW approved; preseason architecture and environment planning completed. Dangerous Goods API documentation shared on Confluence. EXIS HazCheck integration planning PO approved and FiServe next steps are pending response. Progress depends on E-Dea completing testing and providing results for review. <i>Gift card approach finalized, development and certification testing are underway.</i>	Testing data requirements and bulk request approach to be finalized in early June. Hazardous freight solution decision pending from Operations. E-Dea to confirm preseason environment readiness date. SSA to approve gift card solution (IT). Legacy gift card support phase II. E-Dea to complete certification testing, submit results for approval, and resolve any issues identified during review. Shift4 B2B integration scope to be revisited.
Payment Gateway	Green	Mark R, Steve		Integrato to provide notification service setup documentation; remaining REST API integrations will proceed once configured. BC data mapping to begin. SSA to finalize future-state invoice format, provide additional test transactions, determine SSO timeline. Revisit REST API customer field updates in July.
Business Central	Green	Mark R, Steve	Change request for the aggregate cost center reconciliation API. Integrato is configuring the BC extension to pull required notification services from SSA's environment, which had previously been configured to pull from E-Dea.	
Internal Infrastructure (Network, Software, & Hardware)	Green	Steve	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) & monthly newsletter	Redesign beta group; Policy Phase III
Integrations	Green	Steve	E-Dea received agreement document to sign with EXIS; Board approved SOW for Travel Alerts integration SSA approved CarsAPI solution E-Dea provide HazCheck integration in R1.2	Integration testing to start soon for SSO E-Dea to determine release of vehicle lookup solution Data Mart testing Begin Twilio integration & finalize outstanding details



# TIMELINE FOR POLICY PHASE III – TOWN HALLS IN JULY



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- Short term changes (for transition period between the systems - see next slide)
- Long term changes (beyond launch)

- Same locations:
  - ACK
  - MV
  - Mainland
  - Virtual

- IT Steering
- Port Council
- Board

## NEED TO TEMPORARILY CHANGE POLICIES FOR DATA MIGRATION & TRANSITION PERIOD BETWEEN SYSTEMS



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***Purpose: Identify short-term policy changes to make data migration & the transition period between reservation systems as painless for the traveling public & SSA staff as possible***

### **Identifying short-term policy changes to address data migration**

- Tickets/subscriptions
- Profile "rollover"
- Excursion travel
- Gift cards
- Shipper request processing for Spring & Summer

Example: hold gift card sales in legacy system

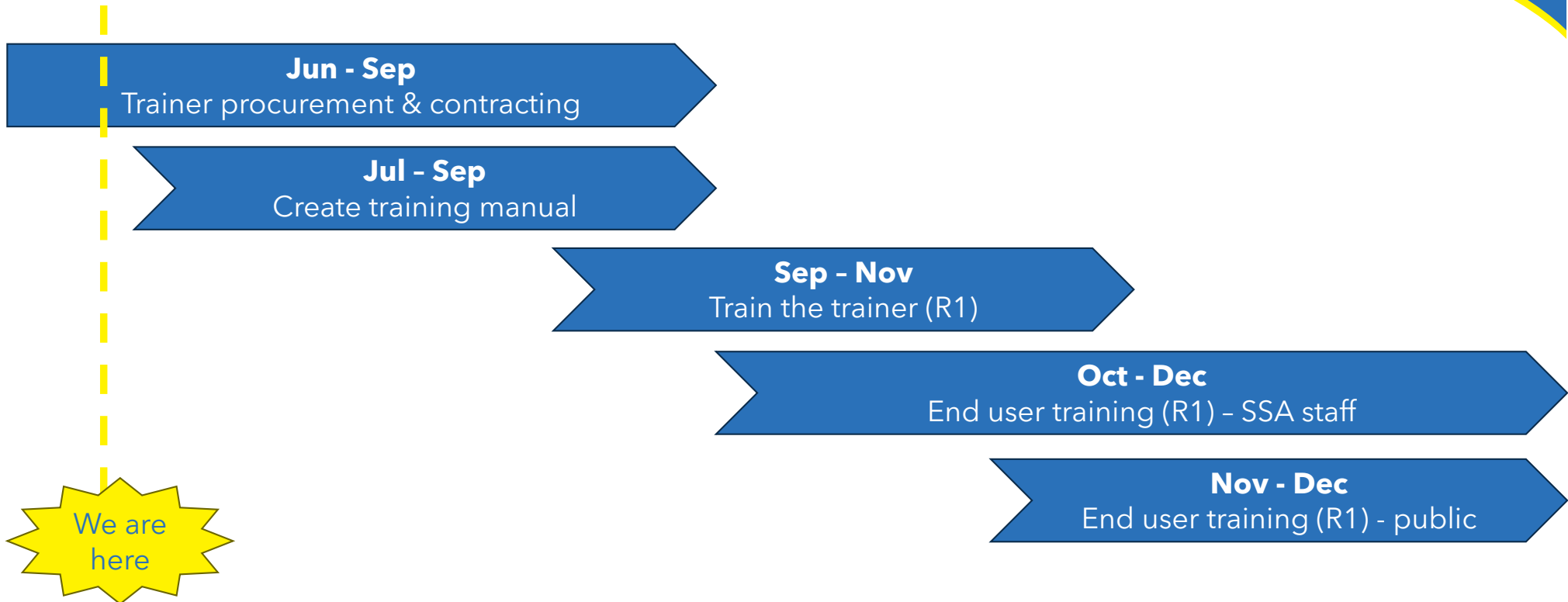
### **Next steps**

- Continue meeting regularly with vendors on data migration solutions & website transition plan (project team)
- Bring identified short-term policy changes to the Board (summer and fall)
- Spearhead communications campaigns so the public is aware of upcoming short-term changes (communications team)

# UPDATED TRAINING PLAN – CURRENTLY WORKING ON HIRING A TRAINER



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# Res System Preliminary Budget

## System Integrations



Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
<b>SYSTEM INTEGRATIONS</b>								
<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>								
<b>SYSTEM INTEGRATIONS TOTAL</b>		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
<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 Management



Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
<b>PROJECT MANAGEMENT &amp; Training</b>								
IT Project Management & Support	CAP	208,000		69,914	34%	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
<b>TOTAL</b>		<b>1,330,000</b>		<b>589,914</b>	<b>44%</b>			

# Res System Preliminary Budget

## Third Party Software & Project Management



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 #	CAP	650,000		89,348	14%	MIS2025-8	In Progress	Colman
Computers	CAP	200,000		191,521	96%	MIS2026-7	Received	Colman
<b>HARDWARE TOTAL</b>	CAP	1,205,000		392,119	33%			
# Original estimate was 460,000								



# Res System Preliminary Budget

Category	Budget	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Project Breakdown</b>						
Operating Expenses	7,433,332					
Capital Expenses	2,724,555					
<b>One Time Costs</b>						
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				
<b>Total One Time Costs</b>	<b>6,695,864</b>	<b>6,695,864</b>				
<b>Annual Costs</b>						
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
<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



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	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
<b>Total Annual Spend</b>	<b>1,532,949</b>	<b>6,321,309</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



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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		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
<b>Total Annual Expense</b>	<b>307,000</b>	<b>1,712,573</b>	<b>1,887,234</b>	<b>1,886,309</b>	<b>1,911,514</b>	<b>1,938,902</b>