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

***Revised August 24, 2026   12:00 PM***
***Posted August 21, 2026   9:45 AM***

**STEAMSHIP AUTHORITY**
**IT EXECUTIVE STEERING COMMITTEE**

~~**Tuesday, August 25, 2026 – 10:00 AM**~~
**Tuesday, September 1, 2026 – 11:30 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 July 24, 2026, Meeting Minutes**

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

**Item No. 3.** **Proposed Policy Changes**

**Item No. 4.** **Training Plan**

**Item No. 5.** **Testing Results**

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

**Item No. 7.** **Public Comment**



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The Steamship Authority

TRUE NORTH

STRATEGY + TECHNOLOGY INITIATIVE

# AUGUST 2026 IT STEERING COMMITTEE

# TRUE NORTH STATUS SUMMARY 9-1-2026

**Recent Progress:**
- R1.5.2 received from Edea
- Policy Phase III drafted
- Summer Townhall & Shipper meetings
- E-Dea onsite for two weeks late Aug & early Sep

**Upcoming Key Activities:**
- R1.6 coming 8/31
- Finalize website launch plan
- Policy phase III vote
- Finalize training plan
- Kickoff beta testing

**Business Decisions – in process:**
- Procurements (Infrastructure)
- Expand Testing Capacity
- Policy Phase III
- Refine data migration plan
- Terminal Operations Flow (i.e., scanning)
- Testing (functional and performance)
- Training Plan Agreement

**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 | Red | Mark A | System configuration & testing underway<br>R1.5.1 released 8/7; R1.5.2 release 8/13 | R1.6 release 8/31 |
| Data Migration | Green | Stephen | Data workshop with E-Dea; Drafted migration plan; meetings on data migration needs | Working internally and with E-Dea; refining project timeline to ensure we can meet data migration deliverables |
| Launch Readiness | Red | Alison | Refining R1/R2 and 30/60/90-day plans | IT developed production readiness plan; Ops and Accounting drafting/refining production readiness plans<br>Start of preseason process is <60 days out |
| Master Data | Yellow | Mark A | Upload Master Data to TEST ahead of R1.5 release<br>Test R1.5.1 release | Master Data refresh 9/7<br>Populate preseason environment with MASTER |
| Testing | Red | Mark A | E-Dea releasing R1.6 on 8/31<br>Identified additional resources for testing (Resillion)<br>Resillion testing kickoff 8/12 | Need to clear blocked test cases from 1.1, 1.2, 1.3, and 1.4 |
| Operations Redesign | Yellow | Mark A | Board approved Policy Phase II | *Continue Nantucket standby & Blue Line redesign*<br>Policy Phase III to be shared with Board |
| Policies | Green | Mark A | Board approved Policy Phase II | Policy Phase III to be shared with Board |
| Procurement | Green | Mark R | Shared procurement plan with IT Steering in April meeting | Board to review procurement plan/budget |
| Website | Yellow | Mark A, Stephen | Intrasystems started work on new website<br>Defined work needed for new website | Website development & content update<br>Finalize cutover/launch plan<br>Website phase III SOW |
| Preseason Portal | Yellow | Mark A, Stephen | CR for SAILINGMODE API – 8/13 | Fast Ferry configuration<br>Allotments for standby configuration |
| Payment Gateway | Yellow | Mark R, Stephen | PO approved and FiServe next steps are pending response. Progress depends on E-Dea completing testing and providing results for review. *Gift card approach finalized, development and certification testing are underway.* | Release of Shift4 solution now in testing |
| Business Central | Green | Mark R, Stephen | Change request for the aggregate cost center reconciliation API. Integrato is configuring the BC extension to pull required notification services from SSA's environment | Revise transaction reporting from E-Dea<br>Finalize API integration – set up pin pads for credit card reconciliation testing |
| Internal Infrastructure (Network, Software, & Hardware) | Green | Stephen | 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<br>Woods Hole terminal plans | Bring to the Board in September<br>GGD completing bid documents and budget estimates<br>Project on the transportation improvement plan for grant funds |
| Customer Comm & Training | Red | Mark A, Sean | Reviewed comms and training needs<br>Met with trainer under state contract | Defining communication software/service needs<br>Trainer selected, kickoff week of 8/31 |
| Change Management | Yellow | Mark A | Aug monthly newsletter published<br>Beta group meeting Aug – cancelled | Policy Phase III – Town halls in Sep<br>Upcoming beta group meeting to be scheduled; kickoff beta testing |
| Integrations | Yellow | Stephen | E-Dea received agreement document to sign with EXIS;<br>Board approved SOW for Travel Alerts integration<br>SSA approved CarAPI solution; SSO testing | Data Mart testing<br>Twilio integration – pending acceptance |

# R1.5 TESTING UPDATE

**Action Needed: Prioritization**

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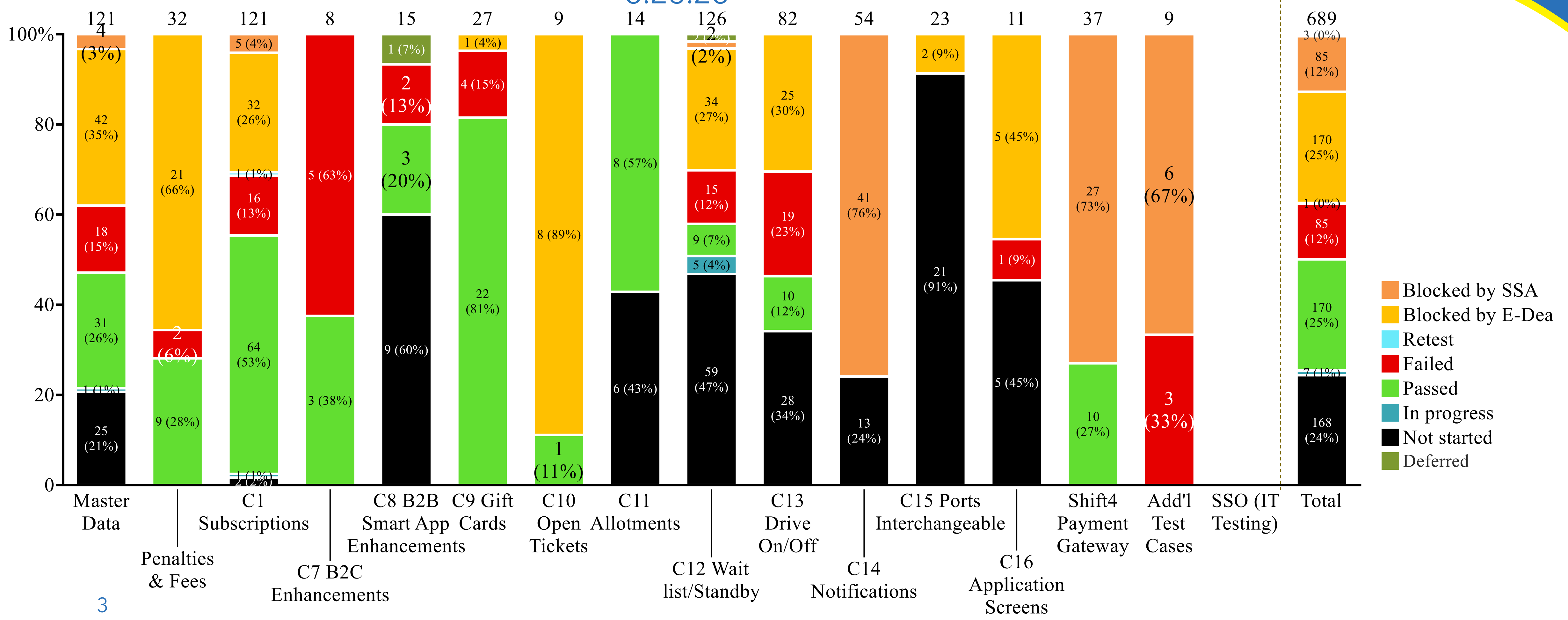
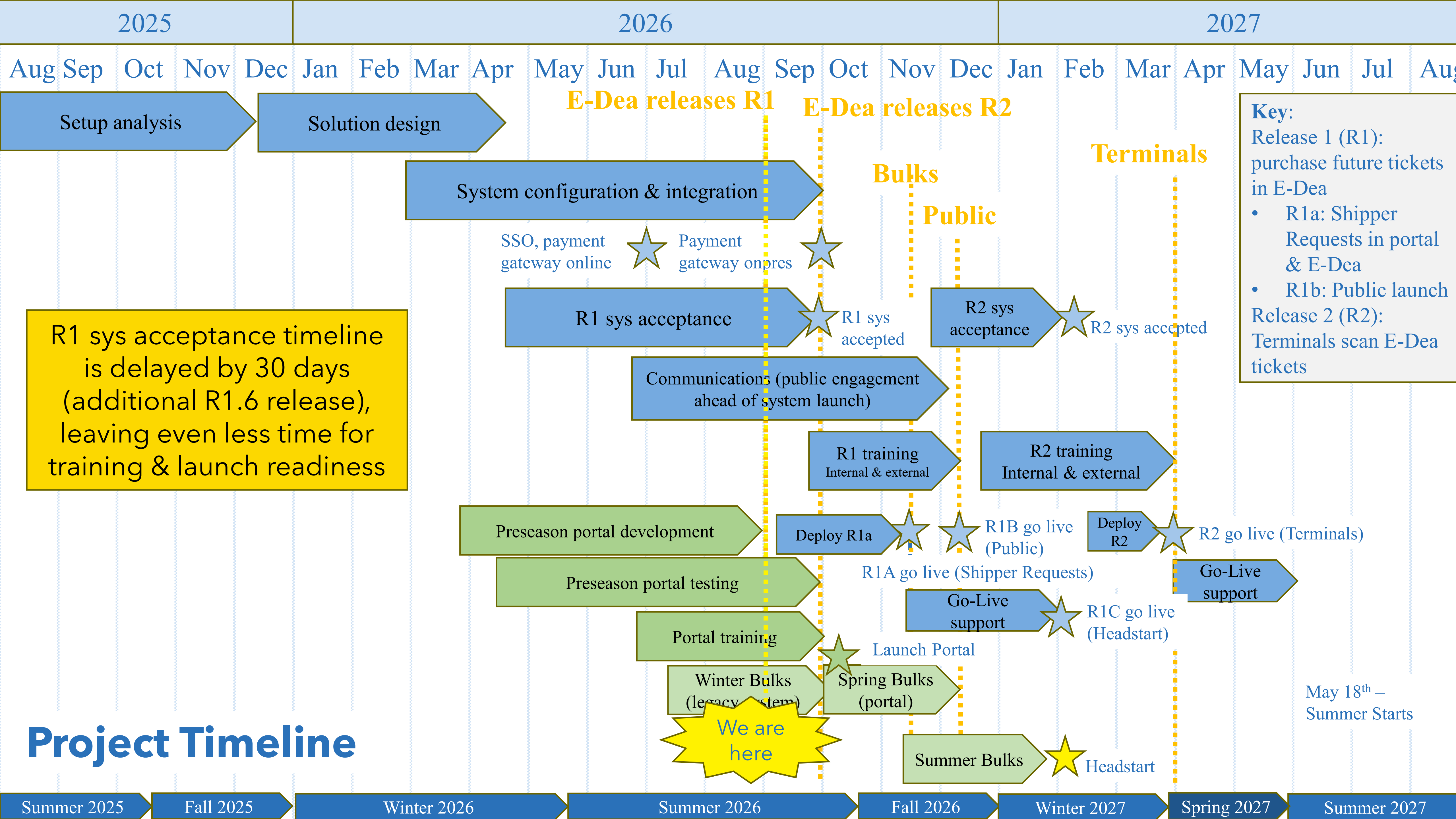
R1.5 Testing Status as of 8.28.26





2025
2026
2027
Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug
E-Dea releases R1
E-Dea releases R2
Setup analysis
Solution design
System configuration & integration
Bulks
Public
Terminals
SSO, payment gateway online
Payment gateway onpres
R1 sys acceptance
R1 sys accepted
R2 sys acceptance
R2 sys accepted
R1 sys acceptance timeline is delayed by 30 days (additional R1.6 release), leaving even less time for training & launch readiness
Communications (public engagement ahead of system launch)
R1 training
Internal & external
R2 training
Internal & external
Preseason portal development
Deploy R1a
R1B go live (Public)
Deploy R2
R2 go live (Terminals)
R1A go live (Shipper Requests)
Preseason portal testing
Go-Live support
Go-Live support
R1C go live (Headstart)
Portal training
Launch Portal
Winter Bulks
(legacy
Spring Bulks (portal)
We are here
May 18th – Summer Starts
Project Timeline
Summer Bulks
Headstart
Summer 2025
Fall 2025
Winter 2026
Summer 2026
Fall 2026
Winter 2027
Spring 2027
Summer 2027
Key:
Release 1 (R1): purchase future tickets in E-Dea
• R1a: Shipper Requests in portal & E-Dea
• R1b: Public launch
Release 2 (R2): Terminals scan E-Dea tickets

# TESTING TIMELINE IS INCREASINGLY DELAYED & CUTTING INTO READINESS

**Expected timeline:**

| 3/27 | 4/30 | 5/29 | 6/30 | 7/31 | 8/31 |
|---|---|---|---|---|---|
| R1.1 | R1.2 | R1.3 | R1.4 | R1.5 | Comms, training, R1 launch |

Will we need R1.7?
What about readiness?

**Actual timeline:**

| 3/31 | 4/30 | 6/5 | 7/8 – 7/17 | 7/31 – 8/7 – 8/17 | 8/31 – 9/18 |
|---|---|---|---|---|---|
| R1.1 | R1.2 | R1.3 | R1.4, R1.4.1 | R1.5, R1.5.1, R1.5.2 | R1.6 |
| | +blocked R1.1 test cases | +blocked R1.1 & R1.2 test cases | +blocked R1.1, R1.2, & R1.3 test cases | +blocked R1.1, R1.2, R1.3, & R1.4 test cases | +outstanding R1.1, R1.2, R1.3, R1.4, & R1.5 test cases |

**Test case:** individual testing scenario, e.g., one-way passenger booking from WH to MV in B2C app

# NEED TO MOVE QUICKLY ON TRAINING VENDOR DECISION!

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*Have not procured vendor yet*

**Jun - Aug**
Trainer procurement & contracting

**Aug - Sep**
Create training manual

**Sep – Nov**
Train-the-trainer (R1) & Shipper

**Oct - Dec**
End user training (R1) – SSA staff & Shippers

**Nov - Dec**
End user training (R1) - Public

We are here

**Proposal submitted by Casey Hall / Thryv**
Phase 1: Train-the-Trainer and team preparation
Phase 1: Weekly project and training meetings
Phase 2: Training development
Phase 3: Training delivery
Phase 4: Documentation and deliverables

# OPTION A IS UNDERWAY NEED TO CONSIDER OPTION B FOR CONTINGENCY PLANNING

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A) Add resources across testing, development, integration, and operations to help keep the project on schedule

B) Postpone R1B by a month (+3-4 weeks)

- Need to run query about when spring break reservations are made (Accounting)
- Can also move R1A back a few weeks
- 1/5/27

C) Compress Headstart at end of February (+2 weeks)

D) Split general opening

- Use old system through Spring 2027; use old system for bulks
- R1A for Headstart; wait until general opening for usage

E) Postpone until Oct 2027

**Next steps**:

- IT Steering to vote on recommending a contingency plan to the Board
- Board to vote on approving the selected contingency plan

# UPCOMING TOWN HALLS AND SHIPPER MEETINGS

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**Virtual – Tues, Sep 15**

*Where?*
- Zoom – link to be shared

*When?*
- Town hall only: 5 pm

**Nantucket – Wed, Sep 16**
***date to change due to conflict with Select Board***

*Where?*
- Public Safety Building

*When?*
- Shipper meeting: 2 pm – 4 pm
- Town hall: 5 pm – 7 pm

**MV – Thurs, Sep 17**

*Where?*
- Martha's Vineyard Film Center

*When?*
- Shipper meeting: 2 pm – 4 pm
- Town hall: 5 pm – 7 pm

**Mainland – Thurs, Sep 24**

*Where?*
- SSA Admin Offices

*When?*
- Shipper meeting only: 5 pm

# BETA GROUP TESTING PLAN: FEEDBACK FROM THE PUBLIC AT EVERY STEP

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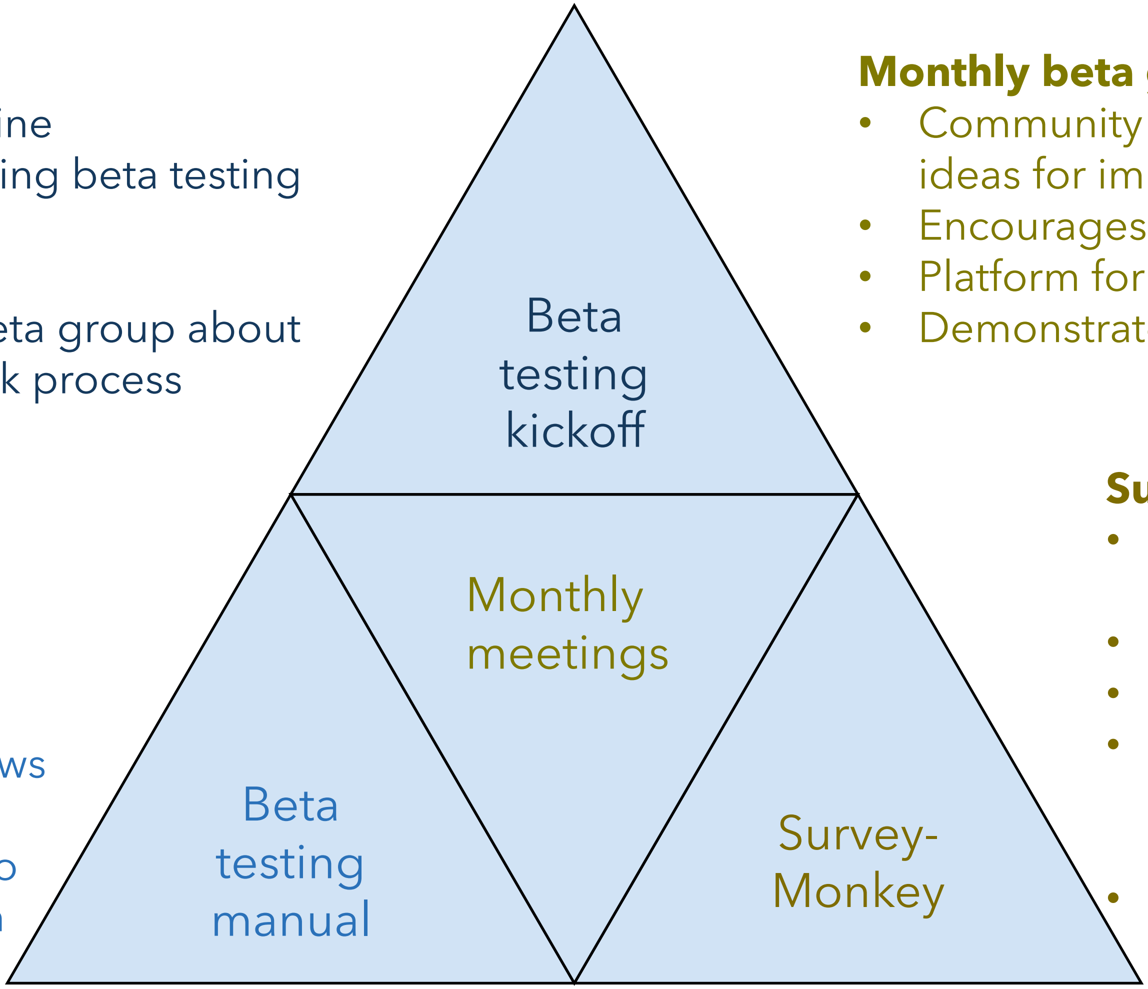
**Beta testing kickoff**
- Beta testing timeline
- Demo B2C including beta testing workflows
- Testing process
- Feedback from beta group about testing & feedback process

**Monthly beta group meetings**
- Community forum to voice feedback and ideas for improvements
- Encourages collaboration across the public
- Platform for the public to ask questions
- Demonstrate additional workflows




**Beta testing manual**
- High-level workflows for beta group to test
- Step-by-step instructions
- Screenshots of B2C
- Red boxes, circles, & arrows for buttons
- Encourages beta group to play around in the system

**SurveyMonkey**
- Beta group submits survey response after each test
- Takes <3 minutes to complete
- Branching logic for each test
- Name and email address required for each response for further communication
- Opportunities for beta group to share feedback that can be quantified for data-driven decision-making

# PROPOSED CHANGES TO HOW SSA MANAGES OVERDUE CHARGE ACCOUNTS

## Current state

Delinquent accounts are suspended and cannot bill reservations; outstanding reservations may need to be paid in full or forfeited.

## Future state

Reservations for delinquent accounts will move to a holding account until the charge account is restored to good standing.

## Impact

If the account is restored, reservations return to the original account; otherwise, reservations are cancelled and future bookings must be prepaid.

**Next steps**:

- IT Steering to vote on recommending this change to the Board
- Board to vote on approving this change

# RES SYSTEM PRELIMINARY BUDGET
## RESERVATION SYSTEM STATUS

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| Category | | Budget | Spent | % Spent | Ordered | Contract | Status | Owner |
|---|---|---|---|---|---|---|---|---|
| **E-DEA Reservation System** | | | | | Yes | 16-2024 | In Progress | Amundsen |
| Implementation | OP | 2,478,463 | 1,367,332 | 55% | Yes | 16-2024 | In Progress | Amundsen |
| Annual Licenses and Hosting (2026-2030) | OP | 3,301,023 | 126,167 | 4% | Yes | 16-2024 | In Progress | Colman |
| *Change Orders* | OP | | 0 | | | | In Progress | Amundsen |
| *Travel and Site Visits* | OP | | 88,043 | | | | In Progress | Amundsen |
| *Testing* | OP | | 40,803 | | | | | |
| Contingencies (10%) | OP | *247,846* | 128,846 | *52%* | | | In Progress | Amundsen |
| Total | | 6,027,332 | 1,622,345 | 28% | | | | |
| | | | | | | | | |
| OP = Operating Cost<br>CAP = Capital Cost | | | | | | | | |

# RES SYSTEM PRELIMINARY BUDGET
## SYSTEM INTEGRATIONS

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| Category | | Budget | Change Orders | Spent | % Spent | Contract | Status | Owner |
|---|---|---|---|---|---|---|---|---|
| **SYSTEM INTEGRATIONS** | | | | | | | | |
| *Bulk Shipper's Portal #* | CAP | 792,555 | | 660,555 | 83% | MIS2024-11 MIS2026-9 | In Progress | Colman |
| *Data Migration** | 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 | | 28,934 | 32% | SOW | In Progress | Rozum |
| *Website Integration** | CAP | 120,000 | | 63,570 | 53% | MIS2026-8 | In Progress | Colman |
| *Standby Integration** | CAP | 0 | | 0 | 0% | TBD | Discovery | Colman |
| IT Staff Support & Augmentation | CAP *& OP* | *275,000* | | *116,614* | 42% | *MIS2026-5* | In Progress | Colman |
| *# Original estimate was 732,000* | | | | | | | | |
| **SYSTEM INTEGRATIONS TOTAL** | | 1,434,555 | | 931,681 | 65% | | | |

# RES SYSTEM PRELIMINARY BUDGET

## THIRD PARTY SOFTWARE & PROJECT MANAGEMENT

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| 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

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| Category | | Budget | Change Orders | Spent | % Spent | Contract | Status | Owner |
|---|---|---|---|---|---|---|---|---|
| **PROJECT MANAGEMENT & Training** | | | | | | | | |
| IT Project Management & Support | CAP | 208,000 | | 97,190 | 47% | MIS2026-4 | Active | Colman |
| EDEA System Project Management | OP | 400,000 | | 288,000 | 72% | A-716 | Active | Amundsen |
| Change Management & Support* (estimate) | OP | 622,000 | | 577,000 | 93% | 07-2023 | Active | Amundsen |
| Training* (estimate) | OP | 100,000 | | 0 | 0% | | Discovery | Amundsen |
| | | | | | | | | |
| **TOTAL** | | 1,330,000 | | 962,190 | 72% | | | |
| | | | | | | | | |
| | | | | | | | | |

# 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 # | CAP | 650,000 | | 89,348 | 14% | MIS2025-8 | In Progress | Colman |
| Computers | CAP | 200,000 | | 191,521 | 96% | MIS2026-7 | Received | Colman |
| | | | | | | | | |
| **HARDWARE TOTAL** | 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 |
|---|---|---|---|---|---|---|
| **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

The Steamship Authority | 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



| 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 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |