Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

Second Revision August 28, 2026 3:45 PM
Revised August 28, 2026 9:45 AM
Posted August 28, 2026 9:15 AM

STEAMSHIP AUTHORITY - PORT COUNCIL MEETING

Tuesday, September 1, 2026 – 9:15 AM

First Floor Meeting Room
SSA Administrative Offices
228 Palmer Avenue
Falmouth, MA 02540

NOTE: This meeting will be open to the public; however, the public may participate virtually in the meeting, including Public Comment, by visiting https://us02web.zoom.us/j/85134556877 or by going to zoom.us and using meeting ID 851 3455 6877. 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

1. **Approval of Minutes**
   a. **Approval of the Minutes of the August 4, 2026, Meeting in Public Session**

2. **Treasurer/Comptroller's Report**

   This report will be presented by the Treasurer/Comptroller, Mark K. Rozum, and will include the following

   a. **Results of Operations – Business Summary for the Month of July 2026**

3. **General Manager's Report**

   This report will be presented by the General Manager, Alex Kryska, and will include the following:

   a. **Engineering and Maintenance Project Updates**
   b. **Woods Hole Terminal Project Status**
   c. **Reservation System Replacement Project**

4. **Old/New Business**

   a. **Update on Governance Committee**
   b. **Status of Standby on Martha's Vineyard**

5. Public Comment

These agenda items are those that the Chairman reasonably anticipates will be discussed at the meeting. Not all items listed may in fact be discussed, and other items not listed because they are not anticipated by the Chairman to be discussed may also be brought up for discussion to the extent permitted by law. The Port Council's practice is to reserve time under New Business for topics that the Chairman does not anticipate will be discussed at the meeting. Other topics not listed but discussed by the Port Council during previous meetings might also be brought up for discussion by other Port Council Members under Old Business even though the Chairman does not anticipate a discussion about any such topics.

Business Summary July 2026

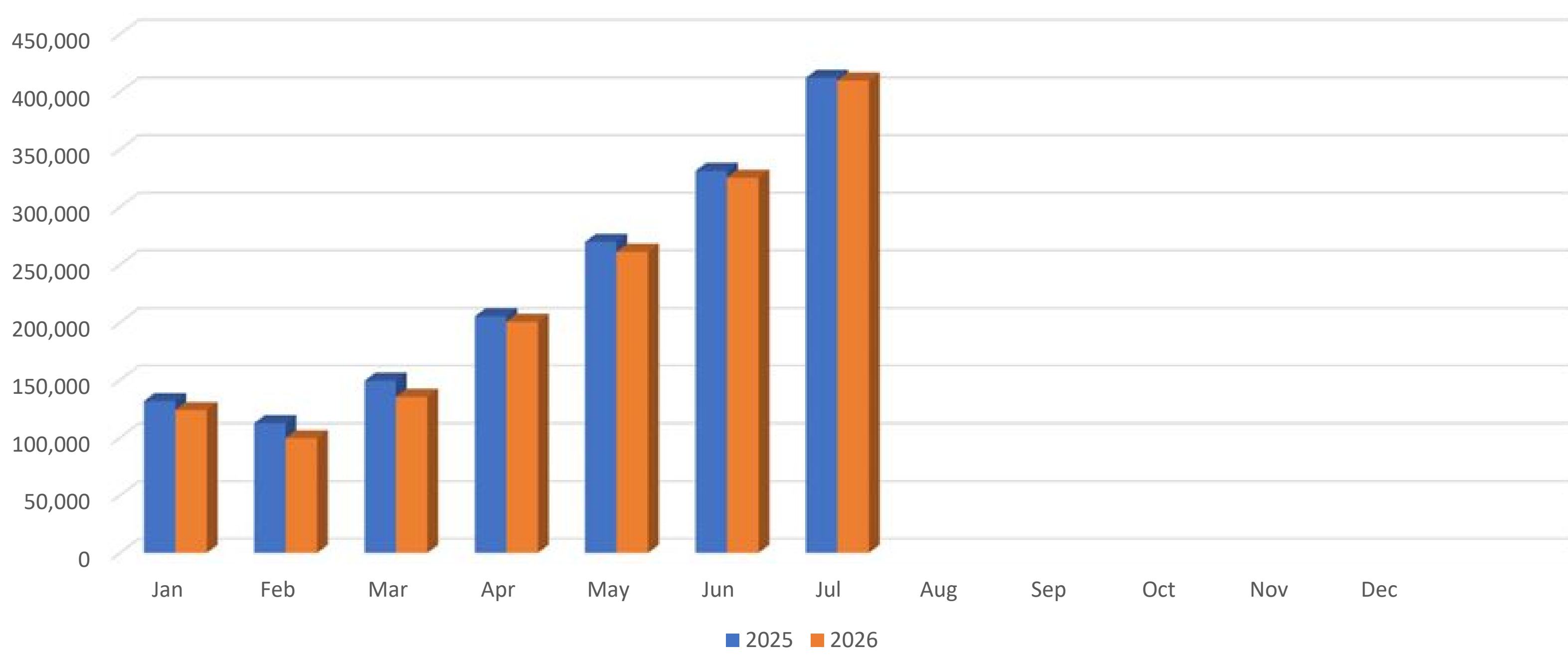
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

Port Council Meeting – September 1, 2026

Passengers Carried – July 2026 vs. 2025

		Monthly Variance	Montly % Difference			YTD Variance	YTD % Difference
Martha's Vineyard Route	▼	-7,413	-2.2%		▼	-62,779	-4.7%
Nantucket Regular Ferry	▲	2,495	7.5%		▲	6,407	4.7%
Nantucket Fast Ferry	▲	2,600	5.9%		▼	-200	-0.1%
Nantucket Route Subtotal	▲	5,095	6.6%		▲	6,207	2.2%
Total Passengers	▼	**-2,318**	**-0.6%**		▼	**-56,572**	**-3.5%**

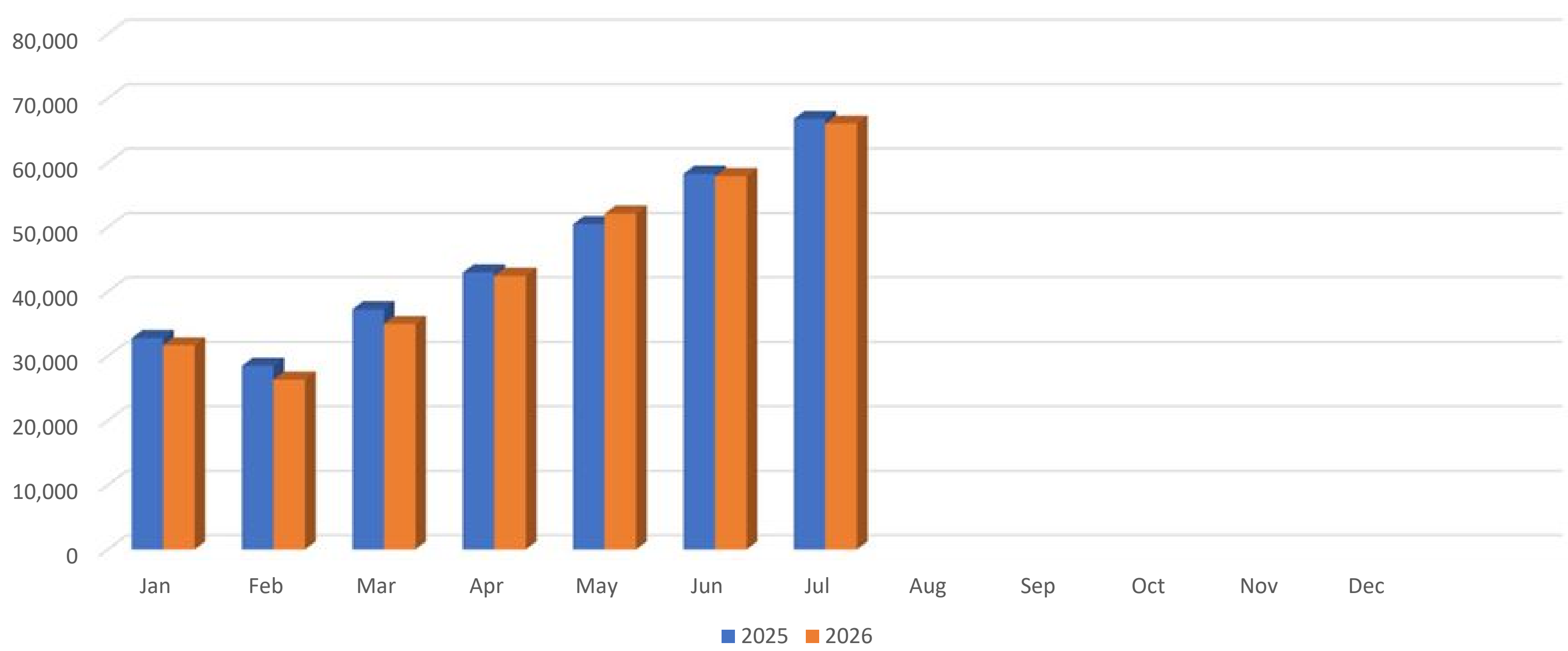
Passengers Carried 2025 - 2026



Vehicles Less than 20 ft. Carried – July 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			YTD Variance vs. 2025	YTD % Difference vs. 2025
Martha's Vineyard Route							
Standard Fare Autos	▼	-563	-1.5%		▼	-4,585	-3.7%
Standard Fare Trucks	▲	65	1.4%		▼	-1,174	-4.4%
Excursion Fare Autos	▼	-192	-1.8%		▼	-658	-0.7%
Excursion Fare Trucks	▼	-197	-6.4%		▼	-990	-3.7%
Total – Martha's Vineyard	▼	**-887**	**-1.6%**		▼	**-7,407**	**-2.7%**
Nantucket Route							
Standard Fare Autos	▲	24	0.3%		▲	418	2.0%
Standard Fare Trucks	▼	-79	-6.8%		▲	203	3.1%
Excursion Fare Autos	▲	121	9.3%		▲	856	6.7%
Excursion Fare Trucks	▲	85	12.9%		▲	420	6.7%
Total – Nantucket	▲	**151**	**1.5%**		▲	**1,897**	**4.0%**
Total Vehicles Less Than 20'	▼	**-736**	**-1.1%**		▼	**-5,510**	**-1.7%**

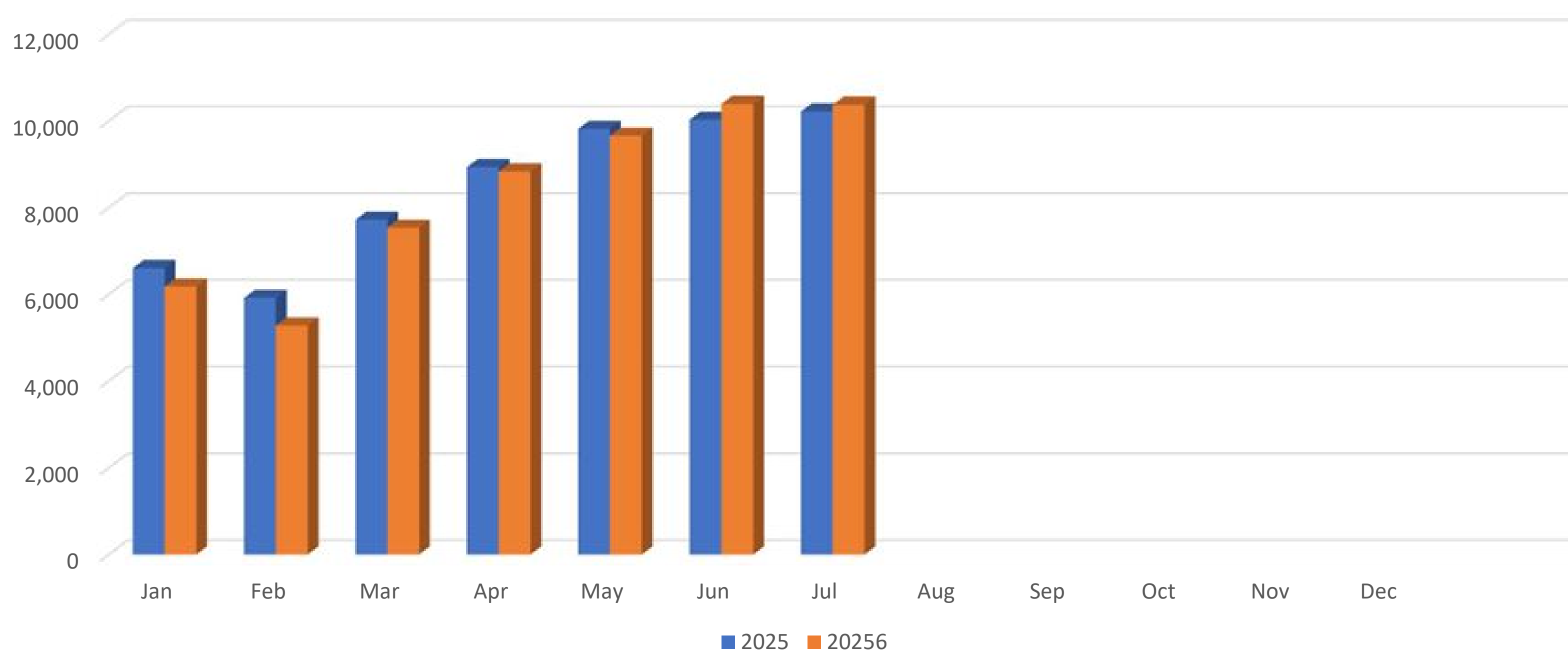
Vehicles Less than 20 Feet Carried 2025 - 2026



Freight Trucks (Trucks 20 ft and over) Carried
July 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			YTD Variance vs. 2025	YTD % Difference vs. 2025
Martha's Vineyard Route	▼	-43	-0.7%		▼	-1,244	-3.4%
Nantucket Route	▲	199	5.1%		▲	252	1.1%
Total Trucks	▲	**156**	**1.5%**		▼	**-992**	**-1.7%**

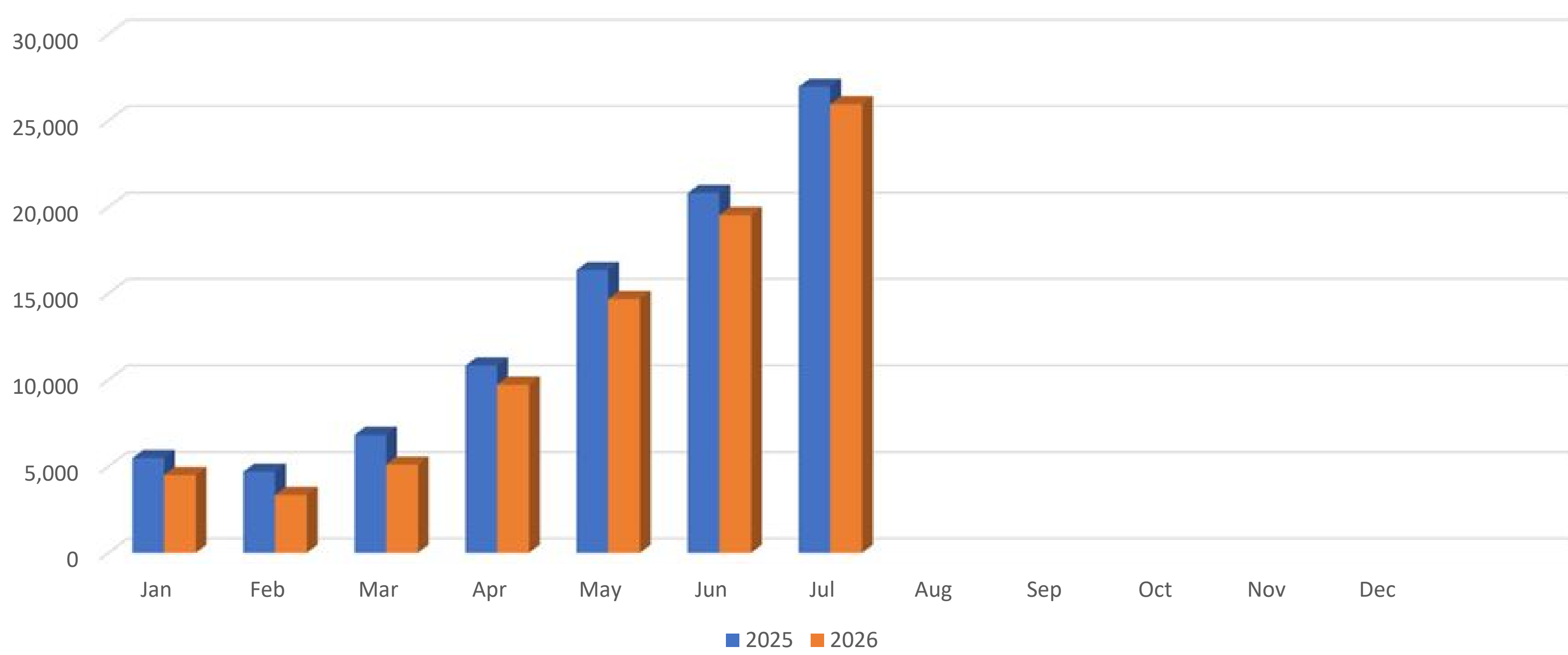
Trucks (20 Feet & Over) Carried 2025 - 2026



Cars Parked – July 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			Y-T-D Variance vs. 2025	Y-T-D % Difference vs. 2025
Martha’s Vineyard Route	▼	-1,027	-4.7%		▼	-8,299	-10.9%
Nantucket Route	▲	11	0.2%		▼	-805	-5.0%
Total Cars Parked	▼	**-1,016**	**-3.8%**		▼	**-9,104**	**-9.9%**

Cars Parked 2025 - 2026



Trip Summary Report – July 2026

	Scheduled		Cancelled for						
MV Route	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
JULY	1,710	12	0	0	23	0	0	0	1,699
YTD	9,690	64	28	181	381	0	5	8	9,167
YTD %			0.29%	1.86%	3.91%	0.00%	0.05%		
NT Route	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
JULY	868	0	20	10	4	0	0	0	834
YTD	4,370	4	62	71	39	0	2	28	4,228
YTD %			1.42%	1.62%	0.89%	0.00%	0.05%		
Total	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
JULY	2,578	12	20	10	27	0	0	0	2,533
YTD	14,060	68	90	252	420	0	7	36	13,395
YTD %			0.64%	1.78%	2.97%	0.00%	0.05%		
2025			0.49%	1.48%	1.61%	1.13%	0.08%		

2026 Oak Bluffs Trip Diversions - YTD 160

2025 Oak Bluffs Trip Diversions - YTD 81

Financial Snapshot

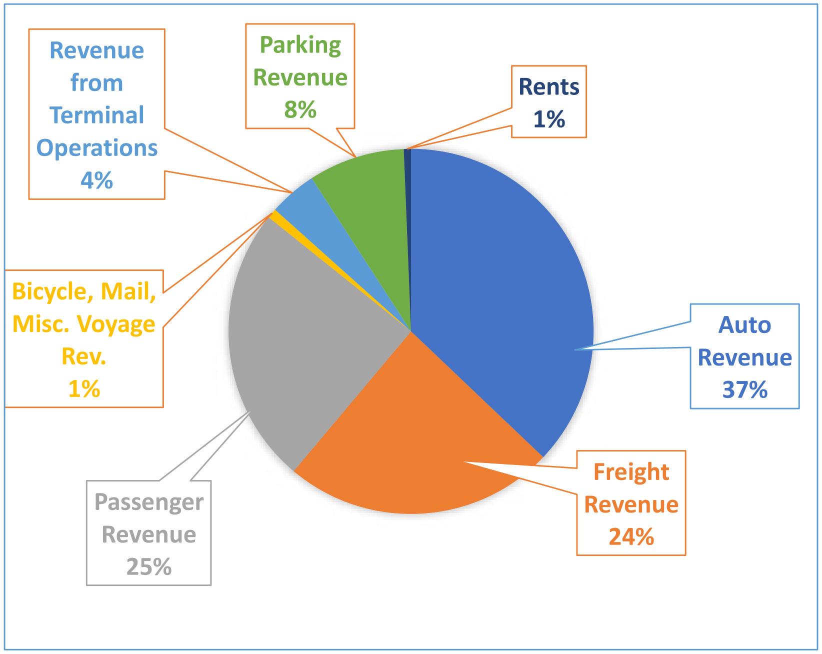
	July	2026 Actual vs. Budget			YTD	2026 Actual vs. Budget	
Revenues & Income							
Operating Revenues	$22,997,263	-$218,730	▼		$86,797,660	-$1,544,191	▼
Other Income	557,949	-620,799	▼		5,762,171	-1,377,539	▼
Total Revenue	23,555,212	-839,529	▼		92,559,831	-2,921,730	▼
Expenses & Deductions							
Operating Expenses	14,396,163	-390,036	▼		90,331,992	-2,730,950	▼
Income Deductions	168,019	-90,131	▼		1,352,316	-162,271	▼
Total Expenses	$14,564,182	-$480,167	▼		$91,684,308	-$2,893,221	▼
Net Operating Income/Loss	**$8,991,030**	**-$359,362**	▼		**$875,523**	**-$28,509**	▼

Operating Revenues – July 2026 vs. Budget

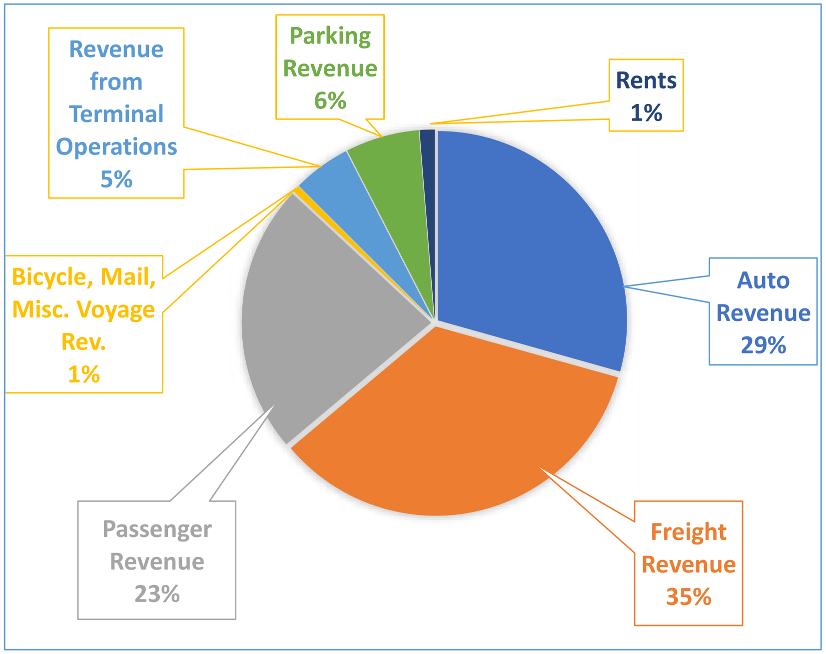
		Monthly Variance vs. Budget	Monthly % Difference vs. Budget		YTD Variance vs. Budget	YTD % Difference vs. Budget
Waterline Revenues						
Automobile Revenue	▼	-$262,423	-3.0%	▼	-$1,020,393	-3.9%
Freight Revenue	▲	104,825	1.9%	▼	-116,144	-0.4%
Passenger Revenue	▼	-6,532	-0.1%	▼	-1,001,730	-4.8%
Misc. Voyage Revenue	▼	-2,478	-1.3%	▼	-18,277	-3.5%
Term. Oper. Revenue	▲	113,425	13.2%	▲	811,795	23.4%
Parking Revenue	▼	-172,476	-8.1%	▼	-427,059	-7.2%
Rent Revenue	▲	6,929	5.0%	▲	227,617	26.0%
Total Operating Revenue	▼	-$218,730	-0.9%	▼	-$1,544,191	-1.7%
Total Other Income	▼	-$620,799	-52.7%	▼	-$1,377,539	-19.3%
Total Operating & Other	▼	**-$839,529**	**-3.4%**	▼	**-$2,921,730**	**-3.1%**

Operating Revenues - 2026

July



January – July

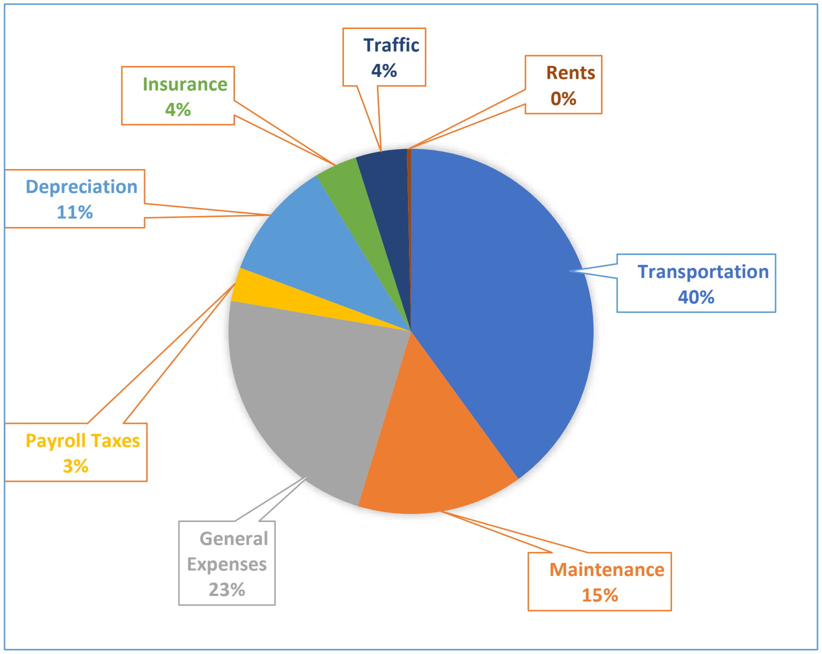


Operating Expenses – July 2026 vs. Budget

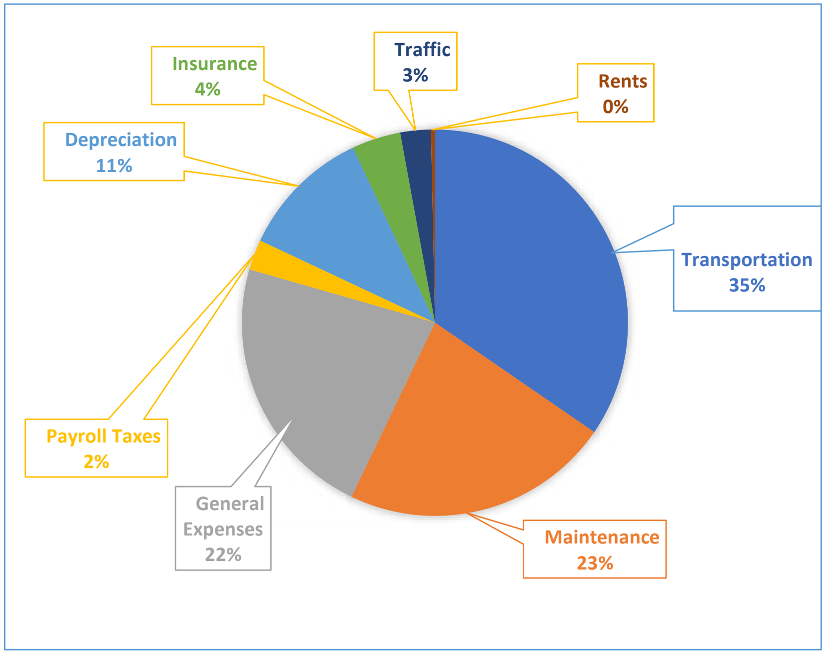
		Monthly Variance vs. Budget	Monthly % Difference vs. Budget		YTD Variance vs. Budget	YTD % Difference vs. Budget
Operating Expenses						
Maintenance	▼	-$582,647	-21.6%	▼	-$1,644,894	-7.5%
Depreciation & Amortization	▼	-46,640	-3.0%	▼	-514,340	-4.9%
Vessel Operations	▲	49,368	1.3%	▼	-74,610	-0.4%
Terminal Operations	▼	-14,535	-0.8%	▲	777,533	7.9%
Traffic Expense	▲	247,990	61.1%	▲	171,512	8.0%
General Expense	▲	11,146	0.3%	▼	-1,265,900	-5.9%
Insurance	▲	5,742	1.1%	▲	100,078	2.8%
Rents Expense	▼	-7,995	-13.3%	▼	-130,936	-30.2%
Payroll Taxes	▼	-52,465	-10.9%	▼	-149,392	-6.1%
Total Operating Expenses	▼	**-$390,036**	**-2.6%**	▼	**-$2,730,950**	**-2.9%**
Total Other Expenses	▼	**-$90,131**	**-34.9%**	▼	**-$162,271**	**-10.7%**
Total Operating & Other	▼	**-$480,167**	**-3.2%**	▼	**-$2,893,221**	**-3.1%**

Operating Expenses - 2026

July



January – July



Cash Status Summary

	July 31, 2026	
	Balance	Variance
Operations Funds	$31,222,887	- $1,728,533
SPECIAL PURPOSE FUNDS		
Sinking Fund	$16,705,395	- $830,630
Replacement Fund	$3,257,989	- $763,839
Reserve Fund	$4,737,437	$519,237
Bond Redemption Fund	$201,859	- $25,994
Capital Improvement Fund	$22,132	-$112,218

Passengers Carried – August 1-14, 2026 vs. 2025

		Monthly Variance	Montly % Difference			YTD Variance	YTD % Difference
Martha's Vineyard Route	▲	1,048	0.6%		▼	-61,731	-4.1%
Nantucket Regular Ferry	▲	486	3.0%		▲	6,893	4.5%
Nantucket Fast Ferry	▲	4,192	18.2%		▲	3,992	2.5%
Nantucket Route Subtotal	▲	4,678	11.9%		▲	10,885	3.5%
Total Passengers	▲	5,726	**2.8%**		▼	-50,846	**-2.8%**

Vehicles Carried – August 1-14, 2026 vs. 2025

		Monthly Variance vs. 2026	Monthly % Difference vs. 2026			YTD Variance vs. 2026	YTD % Difference vs. 2026
Martha's Vineyard Route							
Standard Fare Autos	▼	-158	-0.9%		▼	-4,743	-3.3%
Standard Fare Trucks	▼	-3	-0.2%		▼	-1,177	-4.1%
Excursion Fare Autos	▼	-92	-2.0%		▼	-750	-0.8%
Excursion Fare Trucks	▲	117	9.6%		▼	-873	-3.1%
20 Feet & Over Trucks	▲	59	2.1%		▼	-1,185	-3.0%
Total – Martha's Vineyard	▼	**-77**	**-0.3%**		▼	**-8,728**	**-2.6%**
Nantucket Route							
Standard Fare Autos	▲	32	0.9%		▲	450	1.8%
Standard Fare Trucks	▲	7	1.5%		▲	210	3.0%
Excursion Fare Autos	▲	69	11.5%		▲	925	6.9%
Excursion Fare Trucks	▲	28	8.7%		▲	448	6.8%
20 Feet & Over Trucks	▲	44	2.6%		▲	296	1.2%
Total – Nantucket	▲	**180**	**2.7%**		▲	**2,329**	**3.1%**
Total Vehicles	▲	**103**	**0.3%**		▼	**-6,399**	**-1.6%**

Engineering and Maintenance Projects Updates

WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

PORT COUNCIL MEETING SEPTEMBER 1ST, 2026

MV Barnstable 2026 Dry Dock at Thames River Shipyard: Complete

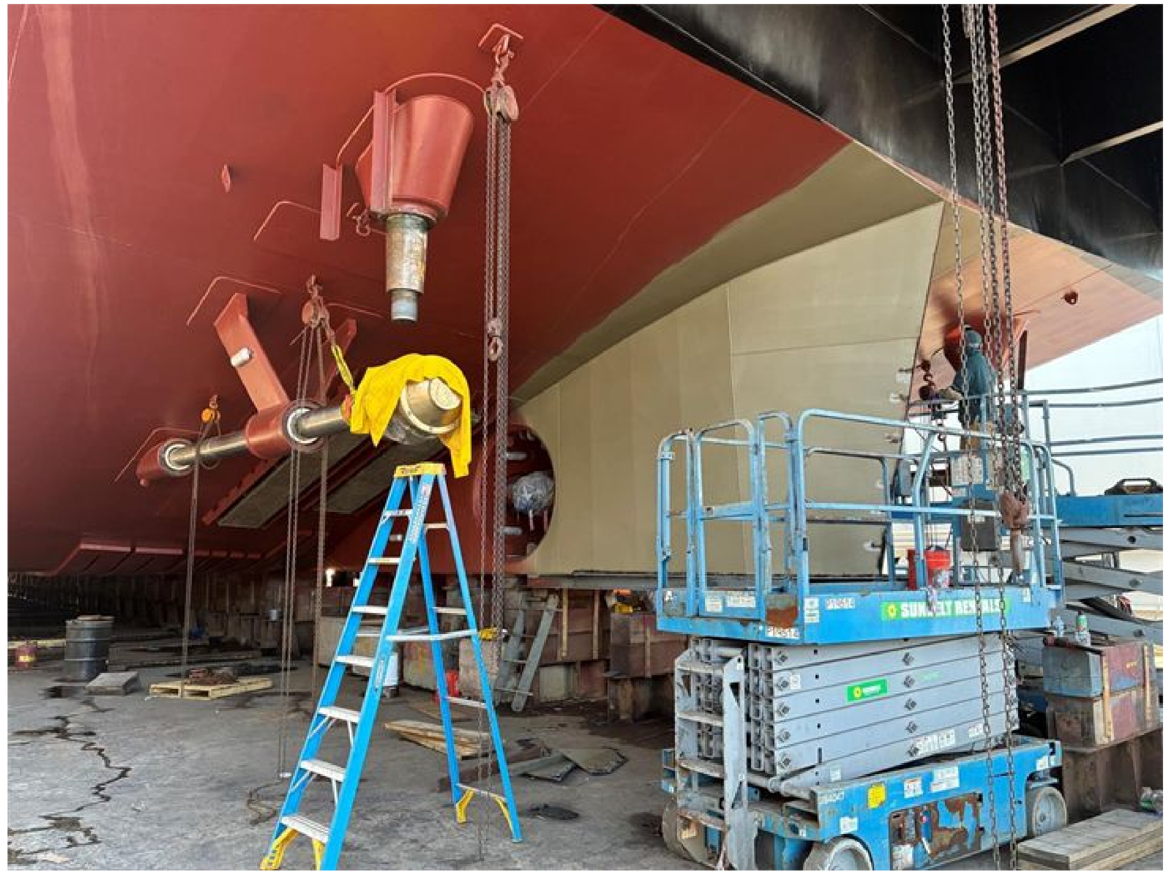
Floated on 8/17/26

Departed 8/24/26

Item number	Sub Item Number	Item Description	Commence Date	% Complete
001		Dry Docking & Undocking	6/23/2026	100%
002	A	Hull & Internal - Inspection & Repair	6/12/2026	100%
002	B	UT Survey (1500 UT Shots) Add'l UT Shots:	6/30/2026	100%
003	A	Hull - Clean, Prepare, Paint	6/24/2026	100%
003	B	Hull - Replace Anodes (110 Anodes)	6/23/2026	100%
003	C	Commercial Blasting & Coating Application	6/24/2026	100%
004		Temporary Services incl Bilge Slops	6/14/2026	100%
005		Sea Valve Cleaning & Overhaul	6/23/2026	100%
006	A	Shafts, Bearings, Seals & Couplings Inspections	6/30/2026	100%
006	B	Shafts - Removals, Transport,Repair & Re-Install	6/30/2026	100%
006	C	Shaft Couplings - Disassemble, Inspect, Rebuild & Other Services	6/30/2026	100%
006	D	Shaft Rubber Cutless Bearings, Removal & Re-Installation	6/30/2026	100%
006	E	Shaft Seal- Inspect, Disassemble	6/29/2026	100%
007		Propellers	6/29/2026	100%
008	A	Rudders Bearing Clearance Inspections	6/29/2026	100%
008	B	Rudders Bearing Replacement	6/29/2026	100%
008	C	Rudder Removal and Replacement	6/29/2026	100%
011		Technical Data and Reports	6/14/2026	100%
012		Bow & Stern Thrusters Inspection & Service & New HPUs	6/29/2026	100%
015		Sea chest Vent Modifications	6/29/2026	100%
016		Skeg Extension	6/29/2026	100%
017		Neptune 2 Installation	7/6/2026	100%

MV Barnstable 2026 Dry Dock

09/01/2026



MV Barnstable 2026 Dry Dock Financial Snapshot

Contract Item Number	Item Description		Cost
001	Dry Docking & Undocking		$ 90,960.00
002A 002B	Hull and Internals: Inspection & Repair, Survey		$ 24,800.00
003A, 003B,003C	Hull: Clean, Prepare, Paint, Anodes, Commercial Blast		$ 265,432.00
004A, 004B	Temporary Services, Slop Removals		$ 37,700.00
005	Sea Valve Cleaning and Overhaul		$ 34,801.91
006A, 006B, 006C, 006D, 006E	Shafts, Bearings & Couplings, Shaft Removals and Inspections		$ 242,848.08
007	Port and Starboard Propeller Blade Removal, Inspections, Repairs, and Reinstall		$ 85,202.72
008A, 008B, 008C	Rudder Inspections, Bearing Replacements		$ 104,014.98
011	Technical Data and Reports		$ -
012	Bow & Stern Thrusters Inspection & Service & New HPUs		$ 432,830.00
015	Seachest Vent Modifications		$ 12,678.00
016	Skeg Extension		$ 131,608.00
017	Neptune 2 Installation		$ 221,545.45
***	Vessel Transportation Cost	$ (22,000.00)	$ 22,000
	Contract Total		$ 1,706,421
Change Orders			
001,002,003,005	Crop/replace STB bow plate-USCG, Apply Mastic to Anodes, Crop/replace shell plate-USCG, Clean Sewage Tank for USCG	$ 58,515.82	
006,007,008,009,010	Replace union,HPU Foundation Mods,Potable Water Tank Coatings, Crop/Renew Vent in Bulkhead-USCG,Drill/Tap Hatch Covers	$ 53,587.00	
011,012,013,014,015	Sewage System Pumpout Bypass, Replace rudder grease lines, Additional Shafting Repairs, Mods to Anodes, Fabricate tools for Rudders	$ 24,510.00	
016,017,018,020	Repairs to #5 STBD Tank Lid, Shippings fees for CP Blades, Pipe mods for HPU Skids	$ 18,054.00	
021,022,023	SMI Customs, Duties and Taxes for Propulsion, Thruster and Shaft Components	$ 81,076.15	
	Total Change Orders & Credits	$ 213,742.97	
	Grand Total	$ 1,920,164	

MV Barnstable 2026 Repair in Fairhaven Highlights

- Arrived in Fairhaven on Monday 8/24/26
- USCG COI Items
  - Fixed Fire System Inspections
  - Rescue Boat Davit Inspection
  - Rescue Boat Engine Maintenance
  - Life Raft Certificate Renewals
- Main Engine and Generator Engine Work
  - Top End Work
    - Valve Lash
    - Injector Replacements
  - Fuel Pump Replacement
- Water Pump Overhauls
- Freight Deck Coatings
- Targeting a return to service September 11th

Upcoming Projects

M/V Sankaty Dry Bids opened August 6th .

- Only 1 Responsive Bidder.

M/V Woods Hole Dry Dock – Thames Shipyard.

M/V Iyanough Dry Dock – Fairhaven Shipyard.

Fairhaven Transfer Bridge Replacement Project Specs are under development and review.

Working with an Engineering Firm to Develop Vineyard Haven Pier Repair Phase 2 Documents.

Begun working on improved timelines for the MV Aquinnah, MV Martha’s Vineyard and MV Monomoy Dry Dock Spec submittals

Agenda Item

3b)- Woods Hole Terminal Reconstruction Project Status

To Be Discussed


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

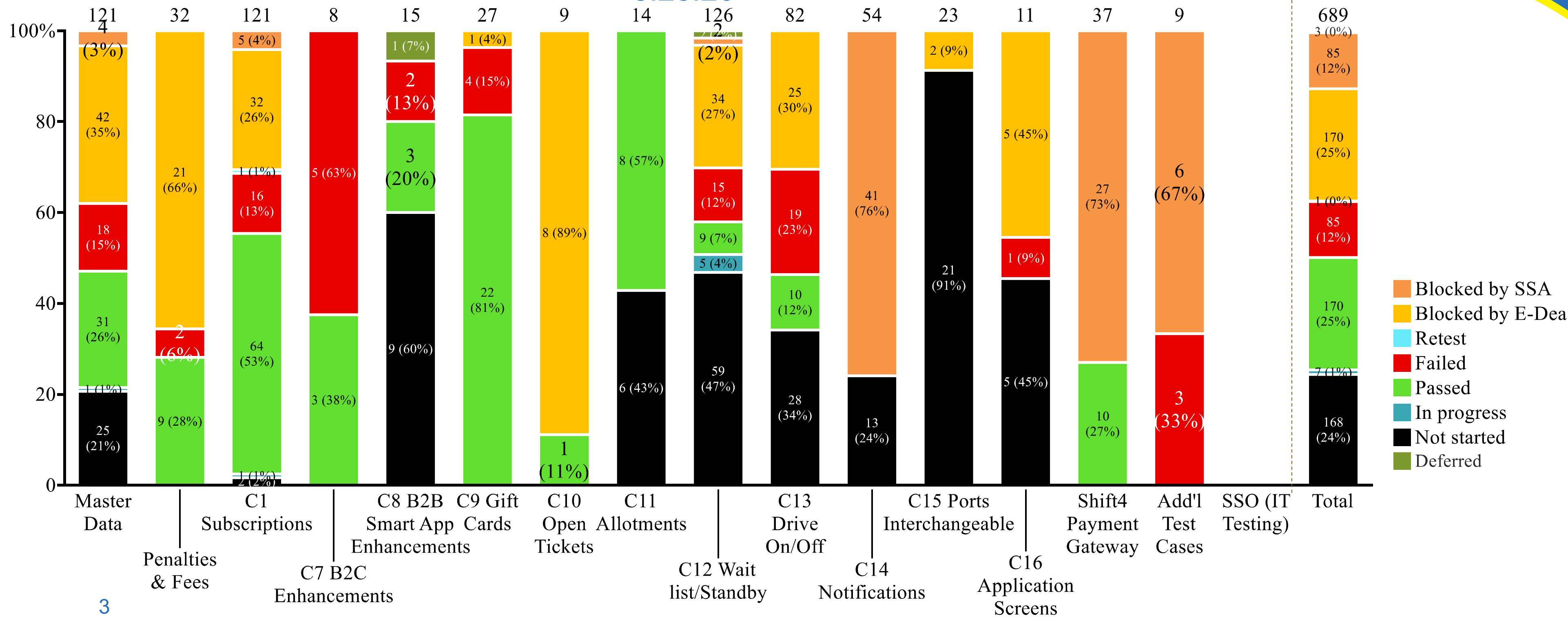
Key Risks & Issues:
- Resource capacity (IT & Ops)
- Current policies unclear/undocumented (policy vs configuration)
- Change fatigue
- Staff training

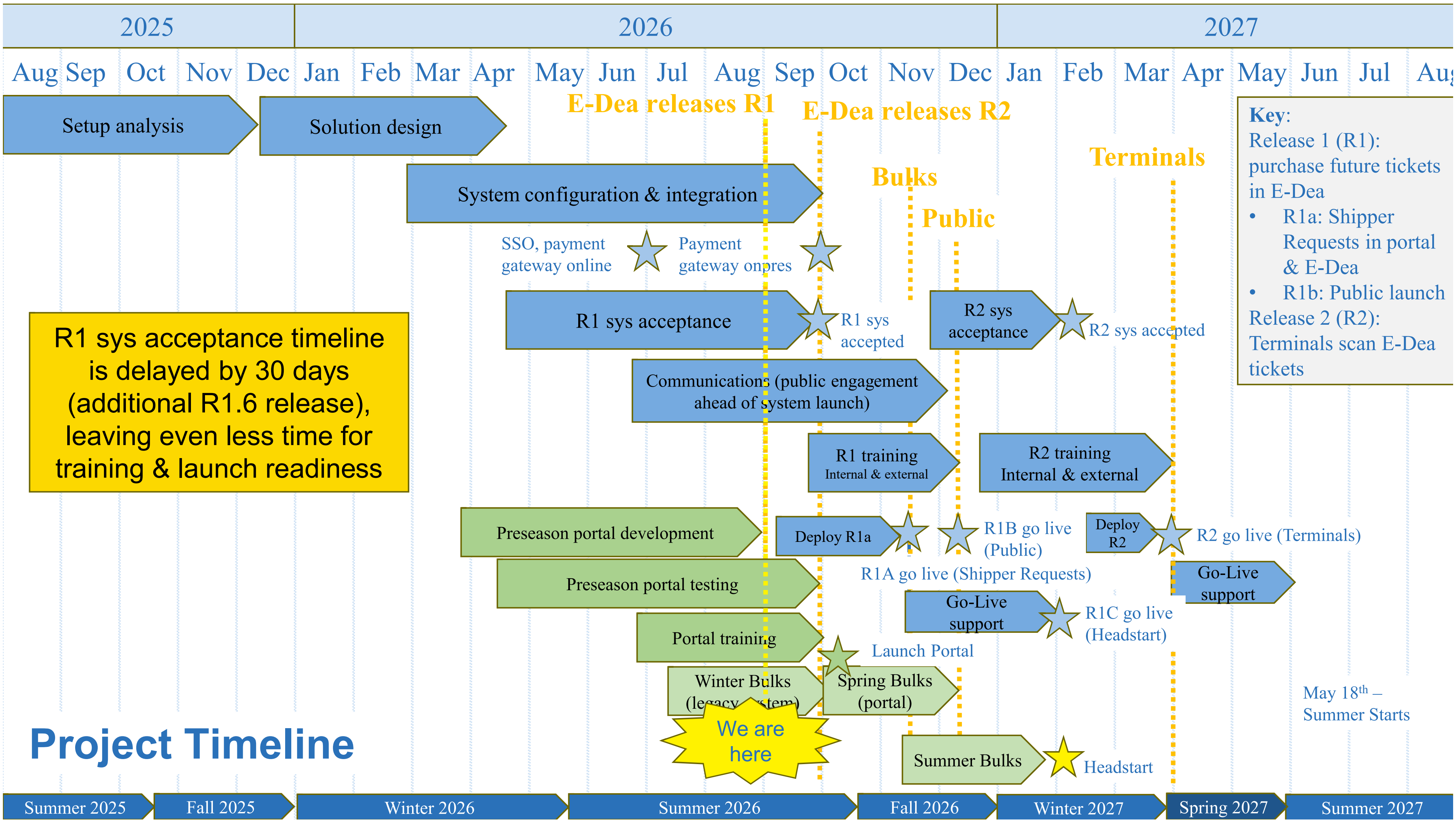
Key Milestone Legend:		
	Green	On track; will complete as planned
	Yellow	Planned delivery at risk
	Red	Will miss planned delivery

Workstream	Status	Owner	Recent Action	Upcoming Action
Reservation System	Red	Mark A	System configuration & testing underway 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 Start of preseason process is <60 days out
Master Data	Yellow	Mark A	Upload Master Data to TEST ahead of R1.5 release Test R1.5.1 release	Master Data refresh 9/7 Populate preseason environment with MASTER
Testing	Red	Mark A	E-Dea releasing R1.6 on 8/31 Identified additional resources for testing (Resillion) 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* 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 Defined work needed for new website	Website development & content update Finalize cutover/launch plan Website phase III SOW
Preseason Portal	Yellow	Mark A, Stephen	CR for SAILINGMODE API – 8/13	Fast Ferry configuration 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 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 Woods Hole terminal plans	Bring to the Board in September GGD completing bid documents and budget estimates Project on the transportation improvement plan for grant funds
Customer Comm & Training	Red	Mark A, Sean	Reviewed comms and training needs Met with trainer under state contract	Defining communication software/service needs Trainer selected, kickoff week of 8/31
Change Management	Yellow	Mark A	Aug monthly newsletter published Beta group meeting Aug – cancelled	Policy Phase III – Town halls in Sep Upcoming beta group meeting to be scheduled; kickoff beta testing
Integrations	Yellow	Stephen	E-Dea received agreement document to sign with EXIS; Board approved SOW for Travel Alerts integration SSA approved CarAPI solution; SSO testing	Data Mart testing Twilio integration – pending acceptance

R1.5 TESTING UPDATE

The Steamship Authority | TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE




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
Setup analysis
Solution design
E-Dea releases R1
E-Dea releases R2
System configuration & integration
Bulks
Public
Terminals
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
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)
Preseason portal testing
R1A go live (Shipper Requests)
Go-Live support
Go-Live support
R1C go live (Headstart)
Portal training
Launch Portal
Winter Bulks (legacy system)
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

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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

Actual timeline:

Will we need R1.7?
What about readiness?

3/31	4/30	6/5	7/8 – 7/17 – 7/31	7/31 – 8/7 – 8/17 – 8/31	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

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NEED TO MOVE QUICKLY ON TRAINING VENDOR DECISION!

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

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

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

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?
- MV Theater

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

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

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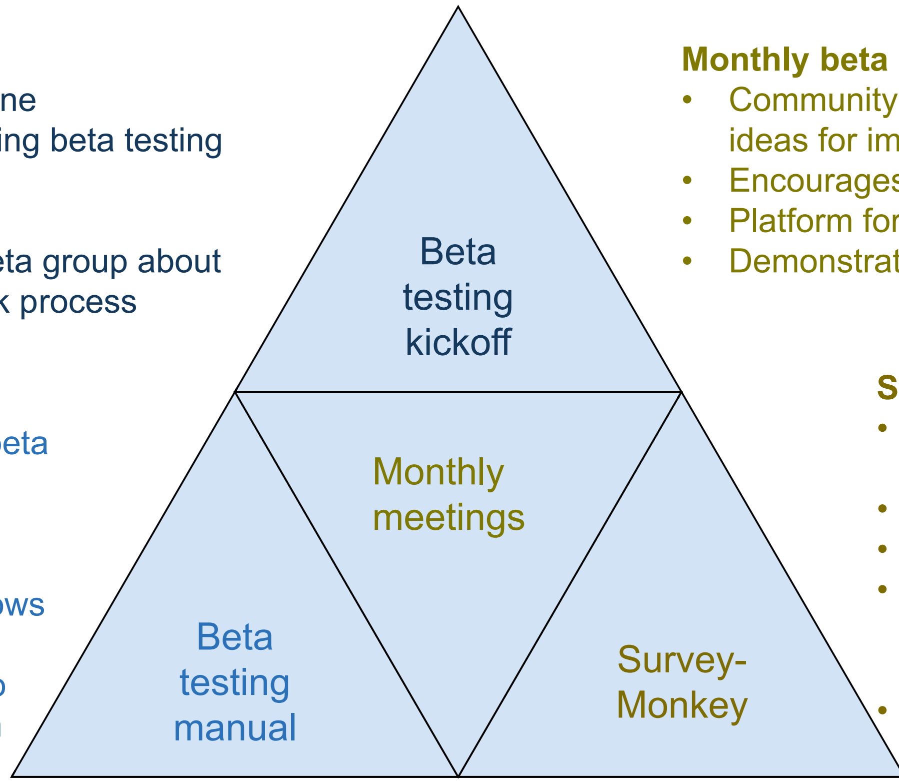
Beta testing kickoff
- Beta testing timeline
- Demo B2C including beta testing workflows
- Testing process
- Feedback from beta group about testing & feedback process

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

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PROPOSED CHANGES TO HOW SSA MANAGES OVERDUE CHARGE ACCOUNTS

Current state	Future state	Impact
Delinquent accounts are suspended and cannot bill reservations; outstanding reservations may need to be paid in full or forfeited.	Reservations for delinquent accounts will move to a holding account until the charge account is restored to good standing.	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 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

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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								

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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

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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

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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

Agenda Item

4a)- Update on Governance Committee

To Be Discussed

Agenda Item

4b)-

Status of Standby on Martha's Vineyard

To Be Discussed