



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

October 23, 2026 9:55 AM

STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Tuesday, October 27, 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. Discuss Project Recovery Plan

Item No. 2. Project Timeline

Item No. 3. Budget/Procurement

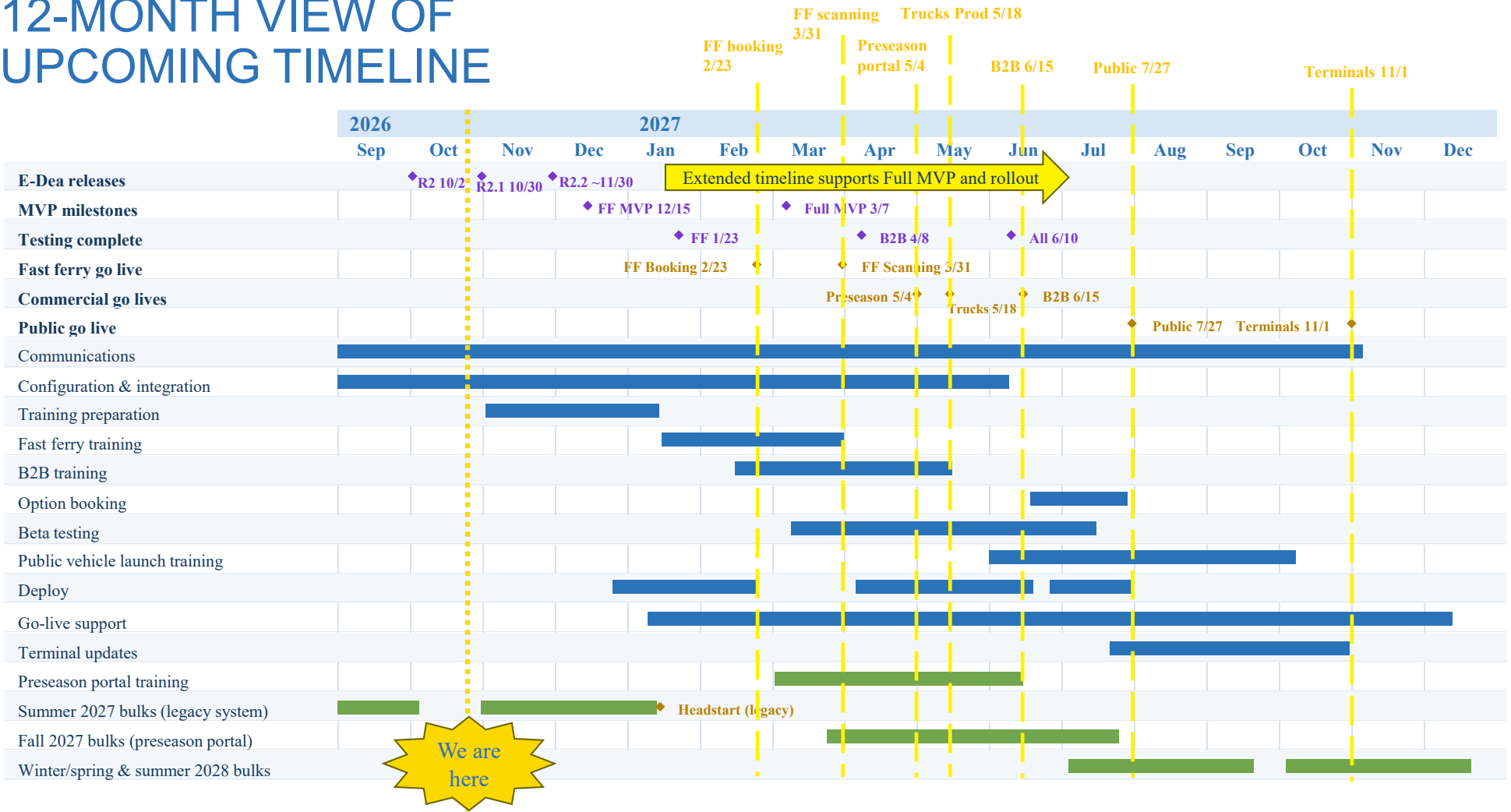
Item No. 4. Public Comment

Our mission is to operate a safe, efficient, and reliable transportation system for the islands of Martha's Vineyard and Nantucket with a commitment to sustainability, accessibility, our port communities, and public engagement.

228 Palmer Avenue
Falmouth, MA 02540
(508) 548-5011

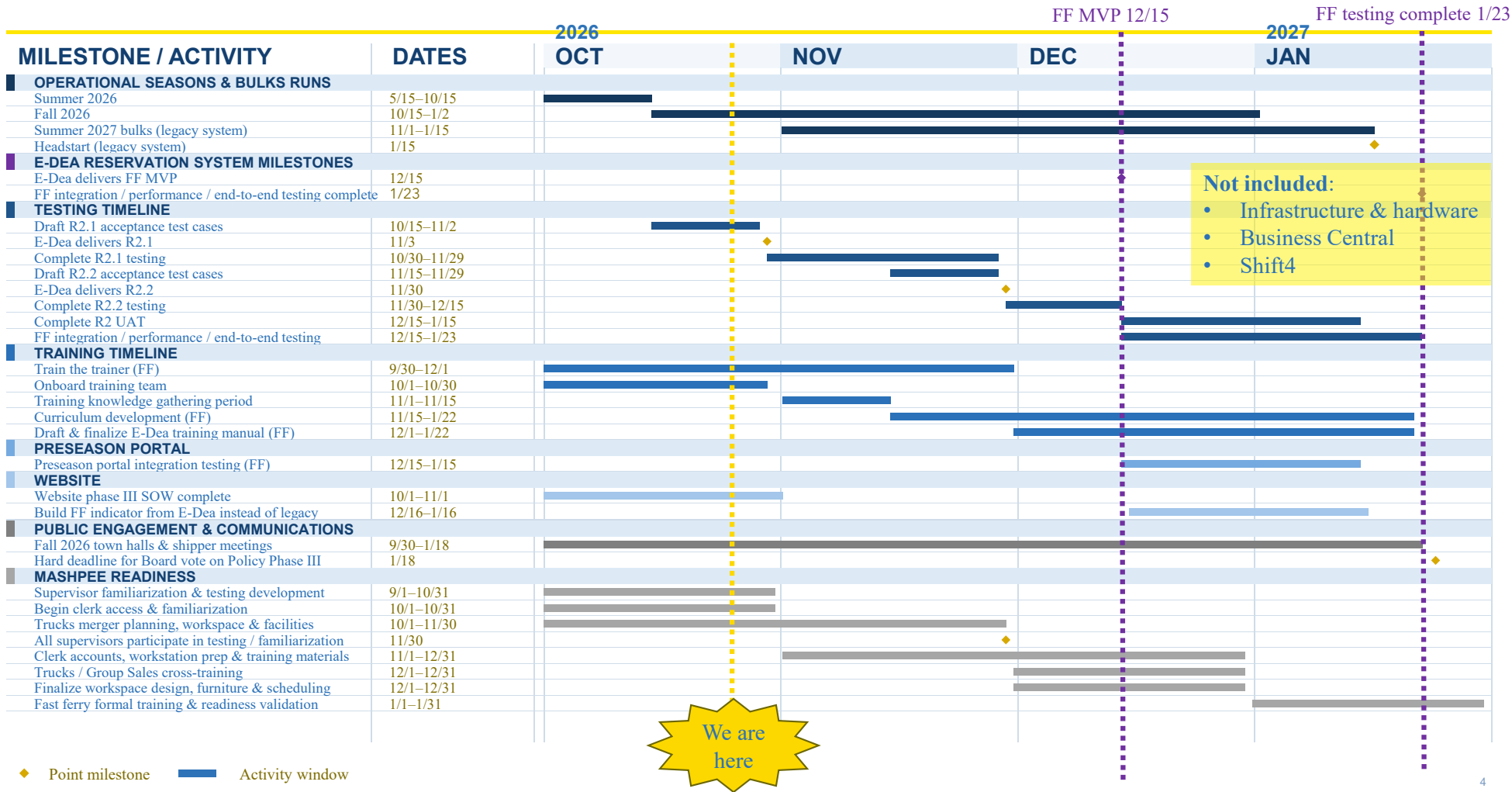


12-MONTH VIEW OF UPCOMING TIMELINE



Bars show proposed activity periods. Diamonds show dated milestones. Activities already underway begin at the left edge.
Portal dates retained as shown: Preseason Portal launch 5/1. Fall bulk packets: 2/1/27. Winter public opening: timing to be confirmed.

THREE-MONTH VIEW OF UPCOMING TIMELINE & MILESTONES



TRUE NORTH STATUS SUMMARY 10-27-2026

Recent Progress:

- SSA shared updated timeline with Port Council & Board
- E-Dea onsite with SSA week of 10/26

Upcoming Key Activities:

- Identify external assessor
- Policy phase III townhalls and vote
- Finalize plans: testing, training, communications, infrastructure
- Begin Spring Bulks
- Revise go-live prioritization

Business Decisions – in process:

- External Assessment
- Procurements (Infrastructure)
- Expand Testing Capacity
- Policy Phase III
- Refine data migration plan
- Terminal Operations Flow (i.e., scanning)
- Testing (functional and performance)
- Revise 30-60-90 day launch plan

Key Risks & Issues:

- Resource capacity (IT & Ops)
- Current policies unclear/undocumented (policy vs configuration)
- Change fatigue
- Staff training
- Terminal infrastructure and wifi

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

Workstream	Status	Owner	Recent Action	Upcoming Action
Reservation System		Mark A	Updated project timeline; phased launch (FF, full) R2 released 10/2	Board to vote on project timeline R2.1 release 10/30; R2.2 release TBD
Data Migration		Stephen	Mark T updated data migration plan based on new timeline	Continue testing data migration for ticket types, with FF ticket types prioritized
Fast ferry readiness		Alison	Readiness plans for Mashpee, Acct, IT, Comms & Ops testing	Awaiting readiness plans for infrastructure, training, & terminal ops Revised test plans for IT, Acct, Ops
Full readiness			Readiness plans for Mashpee, Acct, IT, Comms & Ops testing	Awaiting readiness plans for infrastructure, training, & terminal ops Revised test plans for IT, Acct, Ops
Testing		Mark A	SSA & Gibbous continue triaging previously blocked test cases High volume of bugs uncovered in software	Upcoming sprint planning when E-Dea is onsite to prioritize Fast Ferry; Performance testing, Tier 1 support kickoff, handheld device testing
Training		Mark A	Thryv received access to SSA & E-Dea documentation SSA hired training manager	Gibbous-led onboarding session for training team 10/19 SSA led commenced training terminal staff
Website		Mark A, Stephen	Travel alerts, notifications, & ESB are working; no system issues	Intrasystems to share SOW for website phase III including standby monitoring
Preseason Portal		Mark A, Stephen	UAT not showing system issues; integrated with ESB	Intrasystems to share SOW for hazardous
Payment Gateway		Mark R, Stephen	E-Dea sent Shift4 certification file	E-Dea to complete Shift4 certification process
Business Central		Mark R, Stephen	Reviewed CR SSHHC-75 & impact on retrieving data via API Expanded Data Mart support	Develop data mart reporting scope & capabilities
Integrations		Stephen	Twilio rejected several applications Resolved issues with rental car file reconciliation	SSA/E-Dea meeting on data mart reporting needs SSA Counsel to provide documentation to finalize Twilio acceptance
Infrastructure & hardware		Mark A, Stephen	Wifi review in process for all ports/locations	Mounting wireless access points at Hyannis and Nantucket
Public engagement & change management		Mark A, Sean	Canceled summer town halls, delayed beta group until March, & did not share the Sep monthly newsletter	Schedule fall town halls for phase III policies Resume monthly newsletter
Operations Redesign		Mark A	Captured current state standby flows in-depth	Upcoming SSA operations redesign meeting for terminal flow focuses Solve Nantucket standby future state

“FAST FERRY ONLY” STILL REQUIRES MOST FUNCTIONALITY



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Requirement (based on original RFP)	Required for Fast Ferry	Required for Vehicle/Full Public
Functional		
Internal User Interface	Yes (Main App, Smart App)	Yes
Customer Management	Yes (all accounts migrated)	Yes
Vehicle Management	No	Yes
Trip Management	FF only	Yes
Website	Partial - B2C and sailing status	Yes - Full website planned for terminal go-live
Commercial Cust. Management	Yes - All shipper accounts	Yes
Customer Service	FF only	Yes
Special Programs	FF coupons only	Yes - all programs
Accounting	Yes - except B2B	Yes
Administration	Yes - except B2B	Yes
Reporting	Yes - except B2B	Yes
Testing/Training	Yes	Yes
Technical		
System Operations & Administration	Yes	Yes
Integration and Interoperability	Yes	Yes
Accessibility	Yes	Yes
Software Integrity Controls	Yes	Yes
Operations Support	Yes (limited)	Yes (Full)
Authentication and Identity Management	Yes	Yes
Account Creation and Access	Yes	Yes
System Hosting	Yes	Yes



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

UPDATED TEST PLAN

1. Testing Prioritization/Sprint Planning

- Complete by October 30th following on-site visit
- Edea leaves with solid understanding of sprint planning approach
- Go/no-go + MVP criteria finalized

2. 1st Regression Testing

- Launch by October 30th, complete by Nov 15th
- B2C Fast Ferry, Account Management, B2C + SmartApp UI fixes

3. Expanded Testing R2

- Start drafting the test cases for Fast Ferry and scanner usage
- Launch no later than **Nov 15th, complete by Dec 14th**
- **Confirm with Edea, Edea's final release for FF is Dec 7th**
- Smartboarding (Update scenarios related to FF), distribute handhelds asap (Alison)
- Dec 15th Go/no-go (FF Booking)

4. 2nd Regression Testing

- Launch January 1, Complete by Jan 18th
- Jan 19th Go/no-go (FF Ticket Redemption)
- Testing Complete 1/23, MVP Dress Rehearsal

Res System Recovery Plan

Additional Cost Forecast



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Category	Estimate	
Legacy Reservation System - Software & Hardware	\$95,000	
Legacy Support Systems	\$150,000	
Legacy Website	\$60,000	
Email and SMS Messaging	\$140,000	
Configuration & Testing	\$150,000	
Project Management Support	\$175,000	
EDEA Site Visits	\$45,000	
Total Estimate	\$815,000	

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	1,687,062	68%	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		48,837				In Progress	Amundsen
Travel and Site Visits	OP		121,426				In Progress	Amundsen
Contingencies (10%)	OP	247,846	170,263	69%			In Progress	Amundsen
Testing & Configuration	OP	255,000	85,558	34%			In Progress	Amundsen
Total		6,282,332	2,069,050	33%				
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
SYSTEM INTEGRATIONS								
Bulk Shipper's Portal #	CAP	858,555		726,555	85%	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	100,000		60,811	68%	SOW	In Progress	Rozum
Website Integration*	CAP	120,000		63,570	53%	MIS2026-8	In Progress	Colman
Standby Integration*	CAP	40,000		0	0%	TBD	Discovery	Colman
IT Staff Support & Augmentation	CAP & OP	275,000		186,931	68%	MIS2026-5	In Progress	Colman
# Original estimate was 732,000								
SYSTEM INTEGRATIONS TOTAL		1,500,555		1,099,875	65%			

Res System Preliminary Budget

Third Party Software & Project Management



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

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



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

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	175,000		0	0%		Estimate	Amundsen
Testing								
TOTAL		1,330,000		962,190	72%			

Res System Preliminary Budget

Third Party Software & Project Management



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

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
WIFI & Infrastructure	CAP	900,000					Estimate	Amundsen & Colman
HARDWARE TOTAL	CAP	2,105,000		392,119	19%			
# Original estimate was 460,000								