



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

SUMMARY OF THE MEETING OF THE WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP AUTHORITY

June 22, 2021

The Members of the Woods Hole, Martha's Vineyard and Nantucket Steamship Port Council and Authority Board held a joint meeting Tuesday, June 22, 2021, the first-floor conference room of the Authority's administration building, 228 Palmer Avenue, Falmouth. The following Port Council members were present: Chairman Edward C. Anthes-Washburn (New Bedford); Nathaniel Lowell (Nantucket); Joseph E. Sollitto Jr. (Oak Bluffs); and John Cahill, Tisbury. Port Council Vice Chairman Eric C. Shufelt (Barnstable), Secretary Robert S.C. Munier (Falmouth); and Mark H. Rees (Fairhaven) were absent. Four Board Members were present: Chair Kathryn Wilson (Falmouth); Secretary Robert F. Ranney (Nantucket); Robert R. Jones (Barnstable); and James M. Malkin (Dukes County). Vice Chair Moira E. Tierney (New Bedford) was absent. All members participated in the meeting via Zoom videoconferencing.

1. General Manager Robert B. Davis provided the following update on the June 2, 2021, ransomware incident:

“On the morning of June 2, 2021, the Woods Hole, Martha's Vineyard and Nantucket Steamship Authority detected a ransomware event impacting certain operations. We promptly initiated response protocols and notified law enforcement, including the Massachusetts State Police, the U.S. Coast Guard, and the Federal Bureau of Investigation, about the incident.

“In line with our business continuity plan, which is in place for all service disruptions due to storms or other incidents, we immediately took steps to ensure the continued operation of our ferries. Thanks to our incident response protocols, and the fast and diligent work of our employees, all existing customer reservations were honored, and no scheduled trips were canceled. Most importantly, at no time was the safety of our vessels affected.

“The Steamship Authority takes the security of its information technology systems seriously and we are actively working with third-party cybersecurity forensic investigators, as well as law enforcement, to determine the full nature and scope of the event. As part of our analysis, we have undertaken a comprehensive review of our

systems and implemented additional safeguards. These new safeguards have been implemented alongside the already robust protocols that allowed the Authority to quickly recover from this incident. At this time, most of our key customer functions have been fully and safely restored. Reservations can be made or changed on our website, via phone or at a terminal and credit cards may now be used at all locations.

“This incident was a criminal act, and we continue to work with law enforcement as part of the ongoing investigation. Although that investigation is ongoing, we do want our customers and the public to know that the Steamship Authority did not pay a ransom or engage with the cybercriminals. We continue to refer all inquiries related to the details of this ongoing investigation to the Federal Bureau of Investigation.

“The Steamship Authority is grateful for the ongoing support that we have received from local, state and federal agencies, including law enforcement. We are also grateful to all of our employees, especially those in our Information Technology Department and those working on the front lines at our terminals, in our reservation office, on our buses and on our vessels, as well as office and accounting staff. Their hard work and diligence was essential to implementing our business continuity plan and bringing our systems back online. And finally, I wish to thank our customers for their patience and understanding during this very difficult time.”

2. Mr. Davis provided an update on the Authority’s efforts regarding the COVID-19 virus, commonly referred to as the coronavirus, as follows:
 - Per Executive Orders issued by Gov. Baker and President Biden masks are “to be worn on all public maritime vessels, including ferries, to mitigate the risk of spreading COVID-19.”
 - On March 22, 2021, the U.S. Coast Guard issued an update to its February 1, 2021, Marine Safety Information Bulletin titled “COVID-19 Safety Requirements in the Maritime Transportation System.” This update requires wearing of a mask but also includes a list of exemptions, including children under 2 years old, individuals with a disability who cannot wear a mask, and for a brief period while eating, drinking, or taking medication.
 - Late this past week, the Coast Guard issued yet another update titled “COVID-19 Safety Requirements in the Maritime Transportation System.” This update, consistent with CDC guidelines, amends the Order to no longer require people to wear a mask in outdoor areas of conveyances or while outdoors at transportation hubs.
 - The Authority continues its cleaning and sanitization efforts to hopefully reduce potential sources for the virus at our facilities, vessels and on its buses.
 - All personnel are given a wellness questionnaire, which includes a thermal scan by a non-contact scanner, which they need to complete and provide their supervisor to be given clearance to report to work or are sent home.
 - The Authority continues to maintain a dedicated landing page on our website for coronavirus updates, www.steamshipauthority.com/2019coronavirus. Customers are advised to continue to check there for updates, as well as the Authority’s Facebook and Twitter pages, its eNews and local media outlets.

3. Mr. Davis and Woods Hole Terminal Project Manager William J. Cloutier provided an update on the Woods Hole Terminal Reconstruction Project. Since the last Board meeting, Since the last Board meeting, marine contractor Jay Cashman Inc.'s barge crew drove the two 42-inch diameter piles behind monopile No. 24. They also filled the mooring bollards and the piles with concrete. The landside crew continued to assist Lawrence Lynch Corp. and the other subcontractors with a variety of tasks. Lawrence Lynch finished trenching for the electrical conduits and continues to backfill the site to the design grade in preparation for paving. The electricians are setting up the distribution panel and the shore power panels. The carpenters and ironworkers formed the north head dolphin and the electrical distribution pad. The concrete subcontractor then poured the north head dolphin cube and the electrical distribution pad. IPC Lydon continues with the erection of the transfer bridge. The railing subcontractor is working on the siding for the floating passenger pier. The canopy subcontractor mobilized its carpenters to do the woodwork for the canopy.

The landside crew continued driving the 18-inch diameter piles for the north head dolphin. The landside crews needed to splice additional pipe to the original piles in order to get to the designed capacity requirements. The carpenters and ironworkers formed and poured the sheet pile cap for the bulkhead north of Slip No. 3. The carpenters and ironworkers then started to form the wall that is on top of that bulkhead. The railing contractor completed work on the north pier float railings and the siding. The divers started installing the anodes on the piles.

This week, the barge crew will demobilize the barge crane and the material barge in preparation for leaving the site. Lawrence Lynch will continue backfilling the site in preparation for paving. The electricians will concentrate on getting the transfer bridge powered and the shore power up and running. The railing subcontractor will continue working on the south passenger float. IPC Lydon will continue working on the transfer bridge. The concrete subcontractor will continue working on the north head dolphin. The canopy carpenters will continue work on the woodwork.

Thus far, the Authority has sent out 152 community email updates for the project.

4. Regarding the landside portion of the project, upon a request by Falmouth Member Kathryn Wilson and a vote of the Board, the community input forum that had been scheduled for Tuesday, June 22, 2021, was canceled. A new date for the session will be announced soon.
5. Health, Safety, Quality and Environmental Manager Angela M. Sampson provided an update on the Safety Quality Management System (SQMS) project. The project's consultants were recently on site assisting with the implementation of the Vessel Operations Manual (VOM) and the draft Support Operations Manual (SOM) remains under review. Certification of the SQMS remains scheduled for October 2021. Mr. Davis also noted that SMSLLC recently scheduled a phone call for himself and General

Counsel Terence G. Kenneally to speak with Capt. James DeSimone, formerly the deputy commissioner and chief operating officer of the Staten Island Ferry, to provide an informal primer regarding SQMS implementation and related concerns.

6. Communications Director Sean F. Driscoll provided the following updates on the website redesign project:
 - The RFP for the website redesign and creation of a mobile application was issued June 1, 2021.
 - The due date is August 16, 2021, and the project team expects to bring a recommendation to the Board at its October meeting.
 - Mr. Driscoll expressed his thanks to the project team and consulting firm Regan Digital Studio for their hard work.

7. Mr. Driscoll also reviewed the “Eight Bells” memorial webpage, which was created to note the deaths of individuals with connections to the Authority. The site was established at the suggestion of Port Council Member Nat Lowell of Nantucket.

The site, www.steamshipauthority.com/eightbells, is named in recognition of the maritime tradition in which the striking of the ship’s bell eight times marked the end of a watch. The tolling of eight bells has also come to recognize the death of a seaman.

The following individuals will be included on the site:

- Former or retired employees who spent approximately 20 years or more with the Authority;
- Employees who die while working for the Authority; and
- Current or former Board or Port Council members.

The Authority will only include those individuals whose publically available obituary specifically mentions their affiliation to the Steamship Authority, or whose family has directly contacted the Authority about their passing.

8. The Port Council and Board both voted to approve the 2022 Winter and Spring Operating Schedules as proposed for both the Nantucket and Martha’s Vineyard routes.

As approved, the winter and spring operating schedules for the Nantucket route would start on January 5, 2022, one day later than in 2021, and run through May 16, 2022, two days earlier than this year. In addition, the 2022 Nantucket operating schedules would be essentially the same as the ones approved for 2021 with the exception of triple crewing the freight boats during the spring schedule.

The winter and spring operating schedules for the Martha's Vineyard route would, likewise, start on January 5, 2022, one day later than in 2021, and run through May 16, 2022, two days earlier than this year. The Martha's Vineyard route would see no changes to the trip times, quantity of trips, or vessel crewing during these schedules, with the exception of the M/V Nantucket operating in place of the M/V Island Home during portions of the winter schedule.

9. The Board approved annual salary increases for non-union personnel, effective July 1, 2021, based on annual performance evaluations. Based on a recent salary increase market analysis by Willis Towers Watson, a leading global advisory firm for employee compensation and benefits, the recommendations were to increase the total overall wages by 3.0% and to adjust the salary structure by 1.9%.
10. The Board authorized Mr. Davis to execute Change Order No. 58 for Contract 09B-2021, Final Design and Construction Administration Services, with BIA.studio in the amount of \$141,844. The change order is related to additional work required for LEED and LEED Zero certifications for both the Woods Hole terminal building and the utility building.
11. The Board authorized Mr. Davis to enter into a license agreement with Plymouth and Brockton Street Railway Co. (P&B) to permit their road buses to use the Authority's Woods Hole ferry terminal to pick up and drop off passengers during the terminal's normal operating hours. P&B seeks to establish regular service to both Boston Logan International Airport and Rhode Island T.F. Green International Airport in Providence, Rhode Island. The license agreement's length is to be negotiated, but it is expected that it will be a short-term agreement for approximately one year or less, at which time the service will be evaluated by all parties.

The next regularly scheduled monthly Board meeting is currently scheduled for 9:30 a.m. June 22, 2021. Please look for the formal notice for the meeting that will appear on this website next month. Thank you.